



Malpas Surgery

Malpas, Cheshire SY14 8PS
Tel: 01948 860205



Friends & Family Survey Results

December 2025

Total No of Returns	123
Waiting Room	0
Website	0
Text Message	123

Overall, how was your experience of our service?

		% of returns
113	Very good	92
7	Good	6
3	Neither good nor poor	2
0	Poor	0
0	Very poor	0
0	Don't Know	0

Recommended

Good	Because the service given was 'good' !!
Good	Have been referred for a scan which I think is needed, so feel that I was listened to by the doctor was also given some other advice. Hopefully I can have the scan at the surgery rather than must go to the Countess of Chester have, weak pelvic floors and don't know whether I can make it to Chester with a full bladder
Good	Appointment was late
Good	Service was excellent although a 20 min delay from appointment time
Good	So called trained care navigator suggested that I should have gone to the pharmacy first. I have never heard such clap trap.
Good	Efficient making an appointment & good advice
Good	Came for a blood test, had one, no problems
Very Good	Friendly, professional service
Very Good	Always receive courteous attention from Doctor Snowden & staff. Think you have got it just right.



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Very Good	Excellent patient care
Very Good	Efficient and friendly service in a clean environment
Very Good	Good appointment, not a long wait
Very Good	The nurse was very friendly and professional, and I did not feel hurried and had a chance to chat through any issues
Very Good	Thorough examination by doctor and subsequent "fitting in" for blood tests
Very Good	Very efficient and pleasant. Everything is being done right so no changes needed
Very Good	Doctor was very helpful and patient
Very Good	Clean space, efficient and supportive staff.
Very Good	Perfect.
Very Good	Good service
Very Good	Fast service
Very Good	Excellent care as ever
Very Good	Everyone at the surgery is very professional you have one very good team
Very Good	Nurse very good explaining procedure
Very Good	Always looked after and treated very well. Lovely nurses taking blood etc.
Very Good	Pleasant and sorted problem
Very Good	The professional I saw was highly competent, caring and friendly. Although the surgery was very busy (between Christmas and New Year), the atmosphere was calm and efficient.
Very Good	Appointment was on time. All staff were polite and kind.
Very Good	Got sorted out straight away thanks
Very Good	Prompt appointment with Dr Edney, beneficial treatment
Very Good	After an examination my GP fast tracked me for further checks at the countess. I received my appointment within three weeks from being referred.
Very Good	Prompt to answer and deal with my concerns
Very Good	Thorough investigation resulting in prescription for antibiotics. Also gave spray for ear following results from swab.
Very Good	Seen promptly by pleasant member of staff
Very Good	Wonderful nurse as always
Very Good	I was given an appointment very quickly and given medication and advice and a further appointment when my leg wasn't responding to medication the help and support from reception team, pharmacist and doctors was exceptional particularly as it was Christmas
Very Good	I'm so happy with the service that I get from Malpas Surgery. In every single area they are on top of their game! They think ahead and I always get more than my allotted 10 minutes to chat as I need to get it all off my chest! The staff at the front desk are cheerful when under pressure. I wish that I could do more for the Surgery Center to support their growth in the village. I'm extremely satisfied



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	with my care at this surgery compared with my previous experience at other NHS surgery's. Malpas is 10/10 every time!!!!
Very Good	Totally happy
Very Good	Service very good, Doctor listened, very understanding,
Very Good	On time and very efficient
Very Good	I received my medication review and was also given a blood test and urine test, and I have been contacted by the hospital
Very Good	All my questions were answered. I felt confident that future treatment was under review with Gobowen hospital. Thank you.
Very Good	It was very quick and did not hurt
Very Good	Quick appointment and very informative visit with Dr
Very Good	The usual excellent service.
Very Good	A professional experience with empathy.
Very Good	dr Davies gave me the confidence that felt much in need of. My problem appears complex and he was very helpful.
Very Good	Prompt appointment and referral, friendly service
Very Good	Seen on time, efficient staff.
Very Good	Prompt, fully explained, action taken and appointment within half a day of request.
Very Good	Excellent service accessibility and patient care.
Very Good	I'm probably repeating myself but there is NOTHING you could do better as I always have excellent service and care from the minute I enter the door to my departure. I am so very fortunate to belong to the Malpas Surgery.
Very Good	Good/concise appointment.
Very Good	Fist case as always with a lovely friendly nurse
Very Good	I overlooked order my meds, totally run out. Girls in pharmacy gave excellent service. Thank 3
Very Good	Excellent service from surgery from making appointment to seeing caring understanding doctor
Very Good	My medication was altered & I have clear instructions if my symptoms return.
Very Good	I gave the Answer because my Appointment was on Time and dealt with Professionally
Very Good	More or less on time and was a full and informative discussion of my issues.
Very Good	I am very happy did not have to wait everyone very helpful
Very Good	Doctor listened to me
Very Good	Quick appointment and excellent follow up



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Very Good	Very helpful and pleasant staff. Got an appointment next day. Very happy with service.
Very Good	My appointment was on time, thorough and quick and a friendly manner, as I have always found at the surgery.
Very Good	On time, professional supportive health services
Very Good	Service was excellent and at correct time
Very Good	Nothing to complained about and all are the Staff and nurses and everyone perfect. Thanks to all.
Very Good	Nothing....brilliant service.!!
Very Good	Very satisfactory, Caring, helpful and totally professional.
Very Good	Was made to feel relaxed and as I was having my blood pressure taken chatting took my mind off it
Very Good	The doctor gave me all the Tests available at that time.
Very Good	Appointment was easy to make via app, started a little late but was good, prescription ready when stated. Very happy.
Very Good	I was seen on time by a lovely nurse who was very friendly and professional
Very Good	Very helpful
Very Good	No, it was very good service
Very Good	Prompt efficient friendly experience
Very Good	Nurse was lovely, punctual and professional with empathy.
Very Good	Dr James Davies listened to me and did some checks then referred me to ENT
Very Good	I was very grateful seen at short notice by the nurse following a dog bite on Christmas Eve
Very Good	Efficient and informative
Very Good	The meds I received have helped with my hearing loss in both ears. They are not clear but heading in the right direction. Thank you for the appointment and help.
Very Good	Waiting room was empty as I walked in. Nurse called me in after just 5 minutes wait. Nurse is very pleasant, and I am very confident being treated by her. Nurse adds her valuable listening and rate her 10 out of 10 in her nursing role. Nurse is invaluable as without seeing her at a weekly appointment, there's usually no other contact for me with any other person, so I really do appreciate her as a lovely human.
Very Good	The treatment and attention was excellent. My leg was dressed superbly. The only thing I could comment on is that nurse always comments that she is referring me to Clatterbridge. As they won't be able to treat me in the future? Which is a worry and a concern. 😞
Very Good	Dr Hargreaves was great. Very thorough and a lovely way me.
Very Good	The nurse who saw me was very helpful
Very Good	Doctor was very nice and spoke to me as if I was an intelligent human being.?
Very Good	Nurse was very efficient.



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Very Good	Friendly & helpful as always
Very Good	The doctor was kind and thorough and gave helpful advice
Very Good	Sarah was good explaining and cares
Very Good	My appointment was on time, and the staff were very friendly and helpful.
Very Good	Automatic doors don't work too well
Very Good	The doctors, nurses, receptionists and pharmacists are all very caring people. You cannot fault them, and they do their best they can for you !!
Very Good	Friendly and professional and very practical too
Very Good	Service is perfect.
Very Good	Appt was on time. Nurse was very pleasant and readily prepared with butterfly
Very Good	Dr dealt swiftly with my issue and sent me to SDEC. Excellent
Very Good	Always courteous and helpful. Thank you
Very Good	Warm, friendly manner and careful prep
Very Good	Easy to book and appointment was on time.
Very Good	Always excellent service and care
Very Good	Rang in the morning, seen the same morning. Couldn't ask for more
Very Good	Professional and friendly service
Very Good	Very easy and fast to arrange an appointment- thank you
Very Good	The staff both medical and clerical are always so patient and so willing to help
Very Good	The nurses who did my injections were very professional but above all put me at ease and they were very pleasant.
Very Good	Brilliant service
Very Good	Appointment was on time. Dr Henney was friendly, listened to me and has started some investigations.
Very Good	Everyone helpful and great
Very Good	Appointment on time. Sister very professional and efficient.
Very Good	Happy with it
Very Good	Seen promptly, nice Doctor
Very Good	Booking in was simple. Waited minimum time for appointment. Procedure was completed efficiently. Member of staff polite and helpful.
Very Good	Appointment on time, no delays all went very smoothly
Very Good	As per usual informative pleasant staff caring and patient
Very Good	Excellent approach by the doctor. Very understanding and very helpful. Listened and appreciated my concerns.
Very Good	The nurse is very kind.
Very Good	Very efficient and lovely nurse
Very Good	Appointment on time. Friendly and knowledgeable nurse



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Passive

Neither good nor poor	I had to wait for a while I didn't really feel like my issue was resolved not the doctor fault their hands are tied as to what they could do
Neither good nor poor	I was in the waiting room for three quarters of an hour. It would be nice to be told if your appointment is going to be delayed. I wasn't given an apology.
Neither good nor poor	A less abrupt manner would help with someone who has white coat syndrome. A softer approach may make it more likely for someone with white coats syndrome to attend.

Not Recommended