



# Malpas Surgery

Malpas, Cheshire SY14 8PS  
Tel: 01948 860205



## Friends & Family Survey Results

Total No of Returns	162
Waiting Room	0
Website	0
Text Message	162

### Overall, how was your experience of our service?

		% of returns
144	Very good	88
14	Good	8
2	Neither good nor poor	1
1	Poor	1
0	Very poor	1
1	Don't Know	1

### Recommended

Very Good	Great access to the travel nurse and helpful advice.
Very Good	Quickly seen by my own gp who always gives very helpful healthy lifestyle advice
Very Good	Very good all round
Very Good	Appointment was on time and the nurse was very friendly and professional.
Very Good	I was seen on the day I asked for an appointment
Very Good	Went in on time was dealt with in a friendly professional way very satisfied.
Very Good	Polite & on time
Very Good	I was given the support and treatment required
Very Good	Seen on time. Given excellent advice from nurse pippa
Very Good	Friendly and reassuring.
Very Good	Dr Hargreaves was caring and had empathy. Also arranged appropriate investigations
Very Good	Excellent, efficient service give by the nurse.
Very Good	Got and appointment quickly saw the doctor and booked in for minor ops on Friday 27th so worked really well

Very Good	On time, professional and friendly
Very Good	Nurse was very kind
Very Good	A very efficient and friendly service as always.i cannot fault anything. The surgery is always offers a brilliant service in every department.
Very Good	Very professional and nice
Very Good	Dr Snowden was very thorough and listened to me and my reasons for the appointment. The wait wasn't as long as usual either which was good.
Very Good	Doctor and nurses are very kind to me.
Very Good	EEvery time it's just brilliant service and a good nurse
Very Good	Very thorough examination and rapid service
Very Good	Dr Henney was very good and thorough in explaining the reason for my visit.
Very Good	The nurse was very helpful
Very Good	Appointment on time and the nurse was excellent
Very Good	No complaints. Seen and dealt with promptly
Very Good	I can't say anything wrong with you all I have been with all my life that's 90 years and can't say a bad word. So thank you every one .
Very Good	Prompt, polite and efficient.
Very Good	Really friendly and caring staff.
Very Good	I had know problems with how things were done.and I was very happy.
Very Good	Everything about the visit to the surgery and the staff seen was first class. All discussions were meaningful and helpful. All my expectations with the staff seen were fulfilled and could not really have been better. Most importantly was the quality of the staff seen was great.
Very Good	I felt that DrSnowden gave me answers to my health issues. She was very pleasant and patient in my queries.
Very Good	Booking appointment was easy and staff so friendly
Very Good	On time keep appointment times like this and i will always be pleased
Very Good	Very good
Very Good	Very efficient and informative, which in turn made me feel comfortable with the process. Thank you.
Very Good	On time no issues
Very Good	I got the cover for my pressure saw and rested my sore wound
Very Good	Having problems with inputting text - Pleasant consultation with my GP who I don't really know yet.
Very Good	Every thing went perfectly!
Very Good	Appointment was on time.Consultation was dealt with very well .

Very Good	Clean, efficient, caring and thoughtful throughout Laurel Bank
Very Good	Very courteous and kind.
Very Good	Nurse was v nice & helpful & Provided me with results of a recent ct scan which I was waiting
Very Good	Didn't wait long in the waiting room, everyone are all friendly and helpful.
Very Good	Appointment time was precisely on time. Nurse was very kind and attentive
Very Good	Easy appointment the day I needed it. Doctor listened to my needs. Thank you
Very Good	The doctor was so caring and understanding. She did everything to cater to my needs.
Very Good	The nurse was knowledgeable, relevant and pleasant.
Very Good	Because it was efficient and the nurse was caring and great at her job!
Very Good	Seen very quickly and friendly person
Very Good	Prompt appt time and pleasant overall experience
Very Good	Exalent service
Very Good	Dr was very helpful and prepared to listen to my concerns. She understood exactly the problems I have and offered really good advice.
Very Good	Always excellent care
Very Good	Appointments are usually available in a timely window. Friendly and discreet reception staff. The surgery is always clean.
Very Good	Check in efficient. Staff always very helpful. Consultation was thorough, not rushed and very supportive. Cannot think of anything needed to be improved.
Very Good	Same day appointment with my regular GP. Prescribed effective medication. There is nothing more I could want for. Please don't change the way this Practice operates - it is superb.
Very Good	Doctor was very approachable and thoroughly examined and asked relevant questions
Very Good	Sister was very helpful, she explained everything thoroughly and was kind and considerate - extremely professional
Very Good	A very helpful and useful consultation ending in a plan to review in 3 months.
Very Good	It's quick, efficient, and all the staff are really friendly and helpful. I know the appointments can get pushed back and delayed often, but I don't mind, as the service itself makes up for that in my opinion.
Very Good	Everything was good
Very Good	Only had to wait a few minutes to see the doctor.
Very Good	I had a telephone appointment on the same day as my request with the GP I am registered with and I have every confidence in her.
Very Good	It is very difficult to get blood from my veins when a blood test is required. Sometimes even finding a vein is a problem. However the nurse who managed to get blood from me last week was very professional, making sure that I was happy with all she was doing to find and get blood from a vein. First attempt in my arm was unsuccessful but she managed to get it from my hand. She was professional and reassuring at all times.

Very Good	The doctor listened to all my requests and gave me further appointment
Very Good	Excellent consultation with dr.
Very Good	All on time & nurse Charlotte was very welcoming. Bloods taken & vaccination jab both done gently & very little pain. No problems, except I have to have bloods taken again as th glucose test couldn't be done. I don't know why, but I'm very happy to see Charlotte again.
Very Good	Nurse Grace Abid was really good. Listened and took my concerns seriously, filled me with confidence and referred me straight away for an ultrasound. Explained everything brilliantly.
Very Good	Dr Evitt took the time to re-organise all my medications and offered help and good advice.
Very Good	Seen promptly and I was able to ask questions. Felt at ease.
Very Good	Always first class service
Very Good	The service was extremely good and there was nothing that would have made it better.
Very Good	Treatment provided with care and professionalism. Excellent at Malpas Surgery as ever
Very Good	As expected interaction with receptionist
Very Good	Friendly, informative and professional service provided by Pippa, practice nurse
Very Good	My appointment was on time the nurse was very pleasant & efficient & went very smoothly
Very Good	Appt on time & very pleasant nurse
Very Good	Came for respiratory vaccination. A younger very pleasant sister gave me the injection. Completely relaxed and never felt a thing
Very Good	Informative
Very Good	I was seen on time and the practice nurse was very pleasant and professional.
Very Good	Excellent
Very Good	The doctor was very keen to help me with my various ailments and very kind
Very Good	My Dr is very helpful and understands the problem.
Very Good	All was fine
Very Good	Treated friendly manner, that put me at ease.
Very Good	I felt listened to and that my concerns were acknowledged. I was happy with the treatment option given.
Very Good	I was given time to discuss my concerns with Dr Edney
Very Good	She was thorough
Very Good	Marvelous. Very quick and super efficient.
Very Good	Doctor very friendly, professional and thorough. Apologetic about running late.

Very Good	My husband and I arrived slightly early, were greeted by friendly and courteous staff and we were seen on time. We were listened to and definitely felt we would be helped wherever possible and came away thinking we had made a good move.
Very Good	I was very impressed by the doctor, who acted upon everything that she said she would, which often doesn't happen these days!
Very Good	Everything was explained fully in a professional, friendly manner.
Very Good	Excellent service.
Very Good	Dr Hargreaves is always so attentive and listens!
Very Good	Doctor was very thorough, and considerate.
Very Good	Doctor was patient with me
Very Good	Easy to book in, nurse was friendly and took blood quickly.
Very Good	Doctor explained possible cause and treatment in full
Very Good	Always pleasant, could do nothing better
Very Good	Because as always there was nothing I could fault !
Very Good	Treated with as friends and
Very Good	Punctual general good service
Very Good	Friendly professional and very helpful.
Very Good	Dr Henry was fantastic. Got me to countess full speed. I would go so far as to say he saved my life. I have a p.e. Dr Henny thought so but it was confirmed at the hospital.ed
Very Good	I am 88 and had a really bad cough which I had had for well over a week. I was seen by the doctor the same day. Many thanks.
Very Good	I was feeling ill and had developed a chest infection. I was seen the same day by Dr Edney and given antibiotics. Thank you.
Very Good	After bloods I was notified as a follow up.
Very Good	Seen on time & sister Vicky was very professional
Very Good	Easy to make an appointment, knowledgeable and professional Doctors and staff
Very Good	Friendly prompt service
Very Good	On time nurse very informative, very pleasant manner.
Very Good	I am always treated with care and consideration, I feel listened to and have never felt rushed. I feel very lucky that Laurel Bank is my surgery..
Very Good	Excellent time keeping. Excellent communication with Doctor.calm atmosphere throughout.
Very Good	Pleasant experience and achieved good result
Very Good	No waiting for my appointment.
Very Good	I was seen that day and the Dr sent me for a x-ray

Very Good	Staff always thoughtful and happy to help. Dr Edney takes time for his patients; - seemingly not rushed. takes time to sort a problem out, without seeming yo be rushed!
Very Good	Excellent Doctor
Very Good	Usual excellent service from Dr Henney
Very Good	Doctor very understanding and empathetic
Very Good	Prompt service, pleasant staff putting me at ease.
Very Good	Prompt, no long waiting. Staff always very pleasant and helpful.
Very Good	I've always had a positive visit to malpas surgery
Very Good	On time very efficient
Very Good	Punctual appointment. Dr Evitt was very good at listening and offering solutions
Very Good	Felt every one very pleasant, could not ask for more
Very Good	Very prompt and friendly staff
Very Good	Pippa is brilliant, so knowledgeable and informative, we feel so lucky for the support
Very Good	I love your surgery, responsive, personable, action and results orientated and excellent follow up...the nurse I saw was skilled, efficient and real...having been diagnosed with a significant illness/life changing, the care attention and action has been amazing and I'm so grateful for your care, professionalism and humanity Chris Bate
Very Good	First time I met Dr Evitts.She was very pleasant and helpful,
Very Good	Friendly approach and helpful
Very Good	Doctor sorted out my meds
Very Good	First class as always and has been all my life which is 90 years .thanks to every ono
Very Good	I was seen at the appointed time, not rushed. Blood pressure readings were repeated to allow time for reading to settle. Polite, welcoming no hassle and a few days later good feedback of results.
Very Good	Dr was brilliant and sorted the problem I was having
Very Good	The nurse was very helpful
Very Good	Dr Davies discussed my issues and I was very satisfied with his explanation
Very Good	I was seen same day as ringing for an appointment, Doctor was very thorough, follow up with physiotherapist
Very Good	My consultation was thorough and professional
Very Good	Prompt service and quick appointment when I needed it.
Very Good	Always 100% we are very lucky to have such an amazing surgery in the village

Good	Very good assistance didn't have to wait too long for an appointment
Good	Problem with prescription.....sorted. Friendly helpful attitude. Thank you
Good	I asked to see a doctor, you did your part
Good	I was seen the same day I called. There was a long wait in the waiting room but that is expected when the appointment was made in the morning.
Good	They were on time, very helpful and pleasant
Good	Friendly and helpful
Good	Happy with my appointment
Good	I was able to be seen promptly.
Good	I got a appointment within 2days
Good	GP was thorough
Good	Generally very good but parking is a nightmare
Good	Telephone call arranged for 0830. It your text said 0730-0930! This is an extraordinary large spread. Why??
Good	I thought my appointment was carried out efficiently and professionally and I was satisfied with the way it was carried out. I cannot think of anything you could have done better except for the small 'bruise' where the sample was taken, but that's normal as far as me and blood samples
Good	Appointment ran on time and my doctor attended to my needs

### Passive

Don't know	I find the system.of check in very modern and good,, if you do have a query the Receptionists are happy to help
Neither good nor poor	I don't care much for the new online "everything" if totally honest, I find AI quite off putting and I don't feel valued as a human.. there's little interaction nowadays and everything is so protocol crazy that any older generations are going to struggle with the new ways of doing things
Neither good nor poor	Overpowering nurse. Other nurses allow patient to speak and express their own opinions.

### Not Recommended

v	The nurse talked over me and didn't let me say what I wanted to. I would much prefer to see someone else in the future.
Very poor	Booked B12 appointment via reception, arrived, waited, seen by nurse who told me I could not have it as I was too early. Explained about my forthcoming operation and that I would be unable to attend when required due to the nature of my operation. Seems like protocol is more important than patient care. I intend to take this further once recovered.



