



# Malpas Surgery

Malpas, Cheshire SY14 8PS  
Tel: 01948 860205



## Friends & Family Survey Results

March 26

Total No of Returns	161
Waiting Room	0
Website	0
Text Message	161

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

		% of returns
154	Very good	96
6	Good	3
1	Neither good nor poor	1
0	Poor	
0	Very poor	
0	Don't Know	

### Recommended

- Good                    A straightforward appointment.
- Good                    Doctor was running behind around 30mins
- Wait was not too long, Doctor excellent but only able to get medication dispensed a week later
- Good                    Very helpful and informative and acted on agreed actions right away
- Good                    Nurse was very friendly and was seen on time.
- Good                    Small delay, nurse friendly and efficient

Very Good                    Doctor very approachable, review case notes and made recommendations...very pleased

Very Good Surgery is very well organised; staff are very kind and helpful. Treatment is excellent.

Very Good The appointment was on time and the doctor considerate. He also followed up afterwards.

Very Good Consultation was informative, carried out in a professional and friendly manner

Very Good The waiting room was bright and spacious. The appointment for my blood was well managed and reassuring.

Very Good Speaks for itself, thank you.

Very Good Always able to get an appointment at a convenient time.

Very Good Helpful staff. Great speedy appt, excellent care from doctor

Very Good Seen in time by pleasant member of staff.

Very Good Professional kind nurse

Very Good Evening appointment

Very Good I had a difficult problem that was solved

Very Good Lovely nurse who was extremely good at taking blood and very friendly

Very Good Polite and checked everything

Very Good Very efficient nurse and on time

Very Good Very good

Very Good Staff lovely, no wait

Very Good Appointment on time, a few minutes early in fact. The nurse was friendly and attentive. The surgery room was bright and spotless.

Very Good Always a good service

Very Good I completed an online form with my symptoms and was able to see the doctor that day

Very Good Very pleasant nurse

Very Good Felt reassured after seeing the doctor.

Very Good As always staff friendly and approachable and explain everything clearly very good practice no complaints whatsoever.

Very Good Lovely medical person & informative

Very Good My appointment time was kept and Doctor Edney explained everything I wanted to know about my treatment.

Very Good Nothing can be done better. All the staff at this surgery always goes above and beyond. Couldn't ask for a better surgery. Thank you for everything you all do

Very Good Just a superb smooth service thanks you

Very Good The service I receive every time I come to the surgery is fantastic. The staff are helpful, kind and caring

Very Good Dr Gilbert-Kawi was so polite & attentive & professional. A real credit to Laurel Bank Surgery!

Very Good Dr Hargreaves is excellent. Friendly, thorough and puts you very much at ease

Very Good Lovely nurse and all staff as always

Very Good Great service

Very Good Everything needed to discuss was listened to and acted upon

Very Good Dr James Davies was excellent he listened to my issues and was empathetic to the problem by providing a way forward.

Very Good Making the appointment was easy and I felt confident in the Doctor I saw.

Very Good I was very happy with my doctor she helped me out a lot and took time to listen to me

Very Good Needed to see GP due to extreme abdominal pain, very thorough examination, booked in for emergency blood tests with the nurse. Blood results came back next day, and GP has phoned to see how I am now but also made an appointment follow up appointment. Both GP & nurse were very professional, thorough and all done in a very timely manner

Very Good Brilliant staff attitude.

Very Good Everything explained in detail about my situation

Very Good I had my regular bloods done today with Sarah; she was very quick and efficient. Fantastic service

Very Good Very helpful I felt I was listened too and I am helped to get to find out how my shoulder can be worked on to get the best results

Very Good i was seen straight away by Dr Edney and the receptionists are extra nice

Very Good Friendly, efficient and seen on time. Minor point. TV loop in waiting room only runs for minutes. Extremely boring!

Very Good I have seen Georgiev & Dr James Davies this week. Both are truly excellent in their attentiveness, understanding & sympathy as well as efficiently addressing my queries & problems. We are extraordinarily fortunate in Malpas to have the outstanding services of such professional, approachable & effective staff,

Very Good Dr Kay le Rout. Was very explanatory

Very Good Appointment booked for 9.30 and the nurse was on time, and the procedure was completed in a timely manner.

Very Good Quick appointment and problem addressed

Very Good Messaged surgery. Given an appointment. Saw Doc. Thankyou

Very Good I was able to get through to reception quite quickly and arrange an urgent appointment with the doctor. In this instance I don't think anything could have been done better.

Very Good Friendly relaxed experience & my questions were answered.

Very Good On time, lovely staff, nurses and doctors are just great

Very Good Very helpful and efficient thank you

Very Good The service met my expectations

Very Good Everything went perfect

Very Good Staff are very polite and helpful

Very Good The nurse was very friendly and explained everything

Very Good On time and nurse tip top!

Very Good Appointment on time Doctor David was very helpful.

Very Good Prompt appointment and exceptional treatment from the Nurse

Very Good I have been with this practice for over 30 years, and they have always been excellent

Very Good The doctor was informative and very helpful

Very Good The injection was painless

Very Good The Doctor was very helpful and informative. Thank you

Very Good Because Pippa was very formative

Very Good Seen promptly. Pleasant staff. Blood sample taken with accuracy!

Very Good As always Pippa top drawer

Very Good Excellent service, quick appointment and dealt with promptly

Very Good Always satisfied

Very Good Easy to navigate the screen when entering the reception. Staff, polite and efficient.

Very Good It was very good

Very Good	Just a follow up appointment to see Dr Henney regarding Taking Lansoprazole for a month and as before he was extremely helpful.
Very Good	Very good
Very Good	Doctor is very thorough and caring, and all the staff are pleasant and helpful
Very Good	Excellent and professional service as ever with the Malpas Surgery
Very Good	Very polite and friendly
Very Good	Helpful and explaining everything.
Very Good	My appointment was with a nurse who is invariably highly professional and most pleasant.
Very Good	Prompt friendly service
Very Good	Blood test was bang on time and very professionally completed
Very Good	I telephoned the surgery with a lump I was offered an appointment promptly and had an appointment at hospital 5 days later. The service I have always been offered is first class prompt and professional
Very Good	Excellent appt as always and earlier than my appointment
Very Good	Malpas Surgery always gives an excellent service with very pleasant, knowledgeable and professional staff who deserve the highest of praise.
Very Good	I think you're health staff look after me, and at my age I appreciate that fully and thank you.
Very Good	The Dr listened to me and has made another appointment to sort my problem
Very Good	Excellent care
Very Good	Vicky is wonderful and treated me with care and kindness. What a great service 😊
Very Good	Very efficient , and Georgi was very helpful and informative.
Very Good	Doctor and nurses are very good.
Very Good	Very helpful Doctor.
Very Good	On time, pleasant attitude (smiling!) and efficient.
Very Good	Excellent surroundings, very competent doctors.
Very Good	I was seen on time; the nurse was friendly and professional. The waiting room was quite full and seats are close together, not nice if you must sit next to someone coughing and sneezing. It's quite stark and utilitarian.
Very Good	I've seen a Dr and a nurse recently and both were professional and friendly to deal with. Took my concerns seriously and provided me with appropriate treatment.
Very Good	On time.
Very Good	As always, I got very quick appointment, and Dr Henney gave me a follow up appointment the following day. I appreciate the attention you give me and in my view you cannot improve. Thank you.
Very Good	GP had a good approach to patient care, thorough examination, engaged and listening to me. Gave confidence for recovery.
Very Good	I can't fault anything about the surgery, I feel really lucky to have you as my provider.
Very Good	Excellent care from the nurses and doctor.
Very Good	Nurses were efficient and caring and kind
Very Good	nurse (apologies as I cannot remember the name) was brilliant, knew what she did and was effective and friendly
Very Good	As close to time as possible nurse considerate and attentive parking becoming an issue
Very Good	Excellent communication and advice

Very Good I was given an appointment the same day, seen on time & treated professionally with understanding of my complaint

Very Good Check in was easy, appointment time was kept to by GP and a successful meeting was completed

Very Good Appointment on time nurse very pleasant

Very Good All the staff and doctors are always so helpful and accommodating thank you

Very Good Appointment call was on time and very informative which I appreciated also better than me losing time from work having a telephone appointment thank you.

Very Good I was listened too, respected and all in all a fantastic service thank you 🌟

Very Good Nurse was amazing, warm, understanding and very good at her job

Very Good I was seen on time and completely satisfied with the outcome, thank you. David Axson

Very Good Easy to book appointment. Nurse was so good. Put me at ease.

Very Good Appointment was on time and blood sampling was painless

Very Good Dr Evitts is the Best Dr I have every encountered and she really goes the extra mile for her patients

Very Good Ease of booking

Very Good Great insight into my symptoms and a thorough approach to my treatment. Great experience.

Very Good Great family GPs who get to know you and do care

Very Good Quick service

Very Good Nurse who administered pneumonia vaccine was very good and explained the benefits also recommended Shingles which I will now consider

Very Good Very good experience, on time.

Very Good Very helpful Doctor who explained everything well

Very Good Wonderful service as always

Very Good Didn't have to wait too long, the nurse was helpful

Very Good The Dr was thorough with his questions and listened to my replies making a good plan for further observations.

Very Good On time.

Very Good Very good understanding.

Very Good Dr Evitts was extremely helpful & sympathetic to my anxiety condition and could not have done more to help

Very Good On time, well executed, very pleasant nurse. Thank you

Very Good The doctor listened and took time to explain everything.

Very Good I have confidence in my doctor. I would have been more reassured if I had been told what my problems were

Very Good Just was very good

Very Good Doctor on time. Doctor very informative and sympathetic. Felt at ease.

Very Good Ease of making appointment, Friendly GP who was knowledgeable and helpful

Very Good Doctor listened to my symptoms and gave a reassuring diagnoses and suggestions as to how to relieve the symptoms without looking at his computer!

Very Good Appointment was on time and clinician very helpful

Very Good Friendly efficient and quick service from nurse taking blood sample.

Very Good I didn't have to wait too long for my appointment. Appointments with the doctor or the nurse never feel hurried. I cannot think of anything that can be improved.

Very Good Because I was seen on time and the nurse was very polite and helpful with a smile 😊

Very Good Friendly, helpful, knowledgeable.

Very Good Mission accomplished

Very Good Excellent service from dr Evitts

Very Good I was given a quick urgent appointment and the result of a blood test on the same day, (Jan. 12th) I was admitted to hospital that evening. It was speedy and efficient, and I was soon receiving treatment. Thank you.

Very Good Friendly professional and informative consultation

Very Good I asked to see Dr Edney and my request was granted. I was very impressed with his positive, decisive manner. I have since asked for him to be my assigned Doctor.

Very Good The young nurse, I believe her name was Sophie, was charming, warm and friendly. She engaged in the task in hand which was taking blood for test purposes which was carried out painlessly.

Very Good I was seen on time, and everyone was very helpful.

Very Good I was seen on time, and everything was explained to me as they always do.

Very Good I was seen the next day which was good as I was going on holiday. The doctor was very good.

Very Good Always very happy with my experience at the surgery. Always very helpful and friendly. Thank you so much.

Very Good Excellent service as always.

Very Good A thorough examination and follow up recommended which at the time and in the circumstances was very reassuring.

Very Good Always excellent care and couldn't do anything better

Very Good The service at the surgery is excellent

Very Good excellent service

Very Good My appointment was on time & my problem dealt with efficiently

### Passive

**Neither good nor poor** Just recommended pills and no inspection of my problem in my neck which did not resolve the situation went to physiotherapist today to find I had a second thoracic disc out of place in the top of my shoulders which was resolved

### Not Recommended



