



# Malpas Surgery

Malpas, Cheshire SY14 8PS  
Tel: 01948 860205



## Friends & Family Survey Results

May 26

Total No of Returns	222
Waiting Room	0
Website	0
Text Message	222

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

		% of returns
186	Very good	84
20	Good	9
9	Neither good nor poor	4
4	Poor	2
3	Very poor	1
0	Don't Know	0

**Recommended**

Good	.
Good	Although i was 25 in the queue when i rang at 8am I was given an appointment that morning
Good	Appointment running by 20 minutes late
Good	As stated, good.
Good	Because I thought it was good!!!
Good	Don't understand why I arrived for first appointment at 8am and not called until 8.06am, I could understand being late in the day but not first appointment. Only a small gripe in otherwise a great service from the surgery
Good	Given phone appointment after bringing in urine sample (for u.t.i) on same day, helpful and given treatment.
Good	Good consultation but running very late.
Good	i was very happy
Good	listened to the problem and referred us to the hospital of choice
Good	Managed to get an appointment in 2 days.
Good	My queries were answered in a manner I appreciate
Good	Not sure?
Good	Not waiting very long in the waiting area
Good	On time
Good	Polite and asked important questions.
Good	Quite a wait
Good	Surgery a bit calmer now
Good	The appointment itself was ok, but I had left picking up my medication for the same day to save a trip to find them not ready again the 5 working days doesn't exist anymore sadly they did put it together whilst we waited but only because we were there.
Good	the phone call met my needs

Very Good	As I had earache an appointment was made available at short notice, which was very much appreciated
Very Good	A very good appointment was pleased with the outcome
Very Good	Active intervention and management
Very Good	All round service relating to my appointment was excellent.
Very Good	All that I need was sorted out and follow up appointments all discussed as to why I needed it
Very Good	Always been impressed by Laurel Bank Surgery, praying their 1st class operation doesn't change with merging.
Very Good	Always excellent at this doctors.

Very Good	Always treated very good by Doctors, Nurses and receptionists, but since joining with laurel Bank we can't get on to our N.H.S app which is very disappointing
Very Good	Appointment made promptly and Dr Edney courteous and thorough.
Very Good	Appointment on time and very efficient
Very Good	Appointment on time friendly nurse put me at ease when taking blood as I am terrified of
Very Good	Appointment on time. Nurse introduced herself and explained about her decision and how to pick up prescription.
Very Good	Appointment on time. Pippa as usual. Explaining everything and polite as usual. Perfect 5 stars
Very Good	Appointment on time. Quick and helpful
Very Good	Appointment was on time.
Very Good	Appt on time. Listened too. All good.
Very Good	Attended in time and the service was second to none.
Very Good	Attentive and responsive care given with professionalism and warmth.
Very Good	Because I was able to arrange an Appointment quickly, this isn't always possible and my doctor is professional and caring
Very Good	Because it was very good
Very Good	Because they are attentive and professional 👍
Very Good	Bloods were taken and everything went well
Very Good	Both appointments were very professional, thorough and medication and a referral was made to COCH. I was also requested to contact COCH for personal advice. My second appointment was a follow up and confirmed the meds as successful.
Very Good	Competent yet friendly
Very Good	Comprehensive explanation of treatment and appointment on time
Very Good	Considering it was the Tuesday after a bank holiday; the phone was answered quicker than anticipated. I was dealt with by an amazing lady who asked all my details and got me an appointment within 2 hours of my call. Absolutely fantastic service but I have always experienced the same level of care and courtesy from my practice & everyone is pleasant/helpful. Can't thank or praise you all enough
Very Good	Consultation with Dr. Freeman. A refreshing experience...worries were dealt with efficiently and very detailed explanations wonderfully explained....I left surgery feeling a lot better !!
Very Good	Did not have to wait long and nurse was very pleasant indeed
Very Good	Didn't wait long to see nurse. All very efficient
Very Good	Doctor Evitt was so thorough
Very Good	Doctor put me at ease with my problem

Very Good	Dr Evitt listened well and took action, ongoing
Very Good	Dr Hargreaves was fantastic, knowledgeable and friendly
Very Good	Dr Henney is an excellent GP
Very Good	Dr Jones behaved professionally with kindness and compassion.
Very Good	Dr Jones is excellent. She always looks at best ways to support me. The booking in machine was out of order, but receptionist was very good. Such a shame we have to travel from Tattenhall & don't know how long we can continue!
Very Good	Dr listened and sympathetic to my needs. Appointment time was very delayed due to previous patient
Very Good	Dr listened and understood my situation
Very Good	Dr really listened to my reasons for my appointment and sorted out further treatments and medication I've been asking for for a while so thankyou x
Very Good	Dr Sowden diagnosed my bladder issue and the medication she chose really helped. I'm now virtually pain free. Thank you Dr Snowden, your a star !!
Very Good	Dr Staff was very helpful, informative and very professional and caring.
Very Good	DR Whitley so friendly and approachable and met with a welcoming smile. Highly professional, practical and listened. A positive consult with good outcome. Thank you.
Very Good	Dr. Freeman is very knowledgeable and friendly.
Very Good	Dr. Grace was amazing, thorough and professional and explained everything clearly. Above all she showed empathy and interest in me!
Very Good	Dr. Grace was fantastic.
Very Good	Easy to arrange a non-urgent appointment on-line I was only 5 minutes late being seen The Dr adopted a pragmatic approach recognising my past experience of basal cell carcinomas.
Very Good	Easy to get an appointment Seen on time Treatment successful What more could I ask
Very Good	Efficient and prompt service. Staff always friendly and helpful. Unhurried time spent with GP and I felt listened to and validated. Malpas surgery in my opinion cannot do anything better.
Very Good	Efficient and friendly
Very Good	Efficient and friendly and on time.
Very Good	Efficient and friendly service.
Very Good	Efficiently dealt with problem and prescribed antibiotics.
Very Good	Every time your receptionist and doctors are more than accommodating with superb service.
Very Good	Everyone I spoke to was so kind and helpful.
Very Good	Everything was as I would have expected. Thank you.
Very Good	Everything was conducted with a pleasant and efficient manner. Thank you.

Very Good	Everything was ok. The only problem being that the self-check-in told me I was in a wrong location when I knew I was not. The mind boggles?
Very Good	Everything was straightforward, easily made appointment in person at Farndon surgery and appointment was on time
Very Good	Excellent service and understanding
Very Good	Excellent service by the Sister who dealt with my hand dressing and my blood test.
Very Good	Fast, efficient service , thank you
Very Good	Fast appointment
Very Good	First time at surgery and I was a little late but no complaints from staff and gp and they treated me well. GP had time and patience to explain my medical situation.
Very Good	First time visiting Malpas surgery. Got there early and was seen almost immediately.
Very Good	Follow up with specialist
Very Good	Friendly helpful and supportive. Doctor explained the situation in clear concise language
Very Good	Friendly on time and informative
Very Good	Friendly receptionist and not too delayed
Very Good	From the time I contacted the surgery I have received a first-class service and feel very lucky to have my health care needs looked after by the amazing team at Laurel Bank.
Very Good	Given 2 prompt appointments, one at Tattenhall and one at Farndon
Very Good	Good communication, friendly people, and a good environment.
Very Good	Got appointment quickly and doctor really good
Very Good	Got emergency appt at nearest surgery, doctor was very thorough
Very Good	Got me a quick appointment
Very Good	GP professional, efficient and personable, clean professional premises
Very Good	GP, Laura Freeman was excellent. Very knowledgeable and professional.
Very Good	Having an annual checkup with a professional is really good.
Very Good	Helpful and understanding
Very Good	Hi I ticked very good as you always are. But I had to cancel app because of a funeral.
Very Good	I always think Doctor Siddorn listens to what I say and solves my problem.
Very Good	I am a new resident to Farndon, and I find the staff very friendly and helpful. Coming from a very congested Wilmslow I find the parking a breath of fresh air
Very Good	I am always happy to see Jackie Sturdey. She is always professional. I was under the impression that the INR clinic would be unchanged after the practice amalgamation but have since been told that it will now involve a trip to Tattenhall, for an hour. I would prefer things being at Farndon.

Very Good	I am thankful for all the help they have helped me with I'm very grateful
Very Good	I came for RSV vaccine at the time I had written- 5. 40pm.The receptionist said it should have been 4.40pm but as no-one was waiting the nurse very kindly did it for me and my sister. So, I was very grateful. THANK YOU.
Very Good	I felt Dr Grace really listened and understood, I felt like the issues I'm currently having were validated
Very Good	I felt happy with what was decided
Very Good	I had a yearly review with Charlotte. She was extremely helpful and a very good listener. We discussed my recent bloods results and how I could try to improve a couple of results. As usual the telephone appointment with her was very reassuring.
Very Good	I have had several appointments with Dr Jones and Dr Staff. Every appointment has been excellent. They are both so professional and assuring they have made me confident that my problem will be resolved. Both doctors have gone the extra mile to help me
Very Good	I saw a new doctor and she was very good
Very Good	I saw Izzie and Charlotte and both nurses are excellent
Very Good	I was able to get an appointment for a routine test quickly. Nurse Jones was caring, put me at ease and carried out the procedure swiftly and professionally.
Very Good	I was able to get an appointment to see a doctor quickly and was referred to the hospital straight away. I feel that we are very lucky because the service we receive is always very good. Thank you.
Very Good	I was able to have a consultation on the day I asked for it- which was reassuring.
Very Good	I was able to see a Dr
Very Good	I was given an appointment same day
Very Good	I was in and out with no fuss.
Very Good	I was listened to and given very good advice
Very Good	I was listened to, treated with dignity in a friendly manner by the GP. Reception could be more respectful imo
Very Good	I was referred by Dr Snowden to Dr Hargreaves which was much better than having to go to hospital to see a skin specialist
Very Good	I was seen on time, and this was one of a series of appointments with the nurses for dressing changes. All visits were very professional but also friendly and pleasant. Couldn't have asked for better service.
Very Good	I was seen on time by Dr Hargreaves who provided good advice and recommended a follow up appointment is 6 weeks. I was prescribed a steroid cream/gel however this was unavailable at the dispensary at short notice, necessitating a return journey. Overall, as usual, a very good experience. Thank you.
Very Good	I was seen on time. Nurse was friendly and communicated well.
Very Good	I was seen very quickly and both the doctor and nurse were very good. The telephone receptionist was also very helpful

Very Good	I was seen very quickly and my problem dealt with very well
Very Good	Im please with your service all staff very good
Very Good	Invite sent to me for inoculation; appointment made with ease. Seen on time on day.
Very Good	It was good
Very Good	It was good to meet Dr Edney who was generous with his time
Very Good	I've always been satisfied with my treatment thanks
Very Good	Joy always takes time to talk to me while having my bloods taken. She is careful, gentle and professional and remembers little things that I have told her about myself in the past. She is such an asset to the practice.
Very Good	Keep up the good work
Very Good	Kind and thorough review of my problem with follow up proposed. I felt reassured
Very Good	Kind professional advice
Very Good	Most pleasant staff and a helpful nurse
Very Good	My concerns were listened to and I received helpful advice.
Very Good	Nichola your diabetic nurse was most helpful and knowledgeable. Thank you for your care and attention.
Very Good	Nicola was understanding and helpful
Very Good	Nurse was gentle and kind
Very Good	Nurse was super lovely despite having difficulty finding a viable vein for blood test and appointment was running on time
Very Good	Nurse was very capable and helpful
Very Good	Nurses apt for shingles vaccination. On time and professional
Very Good	Nurses/receptionist pleasant, efficient and competent
Very Good	On time
Very Good	On time and organised
Very Good	On time, efficient.
Very Good	On time. Friendly nurse
Very Good	Phoned for appointment at 8. 30am. Was seen at 10.20 by Dr Davies who delt with the problem. Excellent service.
Very Good	Professional friendly consultation & advice as always at this practice. Thank you.
Very Good	Professional. Helpful. Friendly.
Very Good	Prompt attention thank you
Very Good	Prompt efficient and friendly. Excellent
Very Good	Punctual and cheery welcome and thoughtful treatment

Very Good	Punctual pleasant and helpful
Very Good	Quick at seeing me and a most pleasant reception
Very Good	Reception staff friendly & helpful. GP listened to me and we talked through a plan of action.
Very Good	Receptionist was friendly and helpful. Dr. Ashley Jones courteous and helpful.
Very Good	Routine blood test completed in timely manner informed of what test would be carried out
Very Good	Saw the nurse. Put me at ease and explained to me what the procedure would entail. Nurse took away my embarrassment and she was very calming.
Very Good	Seen on time and doctor referred me to SDEC at Countess. I was admitted on Wed and discharged on Sunday evening. I hope to have had a CT scan to highlight my problem but was not referred for that. I now have two separate appointments to go for two different scans to Ellesmere port hospital
Very Good	Seen on time, and procedure carried out professionally.
Very Good	Service from reception and the GP was first class, it was similar to that I have received when going private. I was seen the following day, after calling for an appointment and the receptionist was nothing short of amazing.
Very Good	She took the time to listen, and looked holistically at my problem (not just focussing on the obvious)
Very Good	Smooth fast process
Very Good	Speedy response from the receptionist and friendly and professional nurse
Very Good	Super helpful staff and excellent service
Very Good	Telephone communication was good, friendly and helpful. Also, appt with Dr Freeman was friendly, very helpful and efficient. Thankyou
Very Good	The appointment was on time at a surgery near me, the nurse I had the appointment with was informed and I had a good appointment, it wasn't rushed and I received some good advice
Very Good	The best surgery by far and I have known many.
Very Good	The doctor explained the results well and wants a follow up appointment in a few months which I was pleased about
Very Good	The doctor explained what I could do the next time I had a problem. Very kind manner.
Very Good	The doctor was very helpful and took their time speaking with me
Very Good	The Dr was so very kind and patient with me. Thank you so much.
Very Good	The dr was very good and very helpful
Very Good	The nurse I saw is always very efficient. Thank you.
Very Good	The nurse was extremely thorough and professional.
Very Good	The nurse was very helpful and caring, which is what I expect from a professional 😊.

Very Good	The nurse was very polite and explained everything also suggested as my BP was high to make an appointment with the doctor which I did thank you
Very Good	The nurse who treated a cut on my leg was friendly, gentle & completely efficient- job done & a great relief to me. Thank you.
Very Good	The reception area wasn't crowded but the self-sign in in computer was playing up. Sara the nurse was excellent. Friendly, professional and put me at ease.
Very Good	The receptionist done her very best to get me to see someone and the nurse was caring I did not feel a nuisance which I appreciated
Very Good	The service received from the care coordinator was extremely helpful as always, more so due to all the changes they're undertaking. The staff team continue to provide excellent care and support for their patients, I feel very fortunate to be under this practice. Thank you again for all of the support provided for my husband and myself.
Very Good	The staff always are very helpful and the Charlotte who treated my ankle exceptional
Very Good	The staff are excellent
Very Good	The surgery runs so efficiently
Very Good	There was not waiting. Izzie was welcoming. She dealt with me efficiently and away I went.
Very Good	Took time to explain issue and pros and cons
Very Good	Understanding and helpful doctor
Very Good	Very caring and professional
Very Good	Very efficient & clear talks about treating my health problems
Very Good	Very efficient and pleasant nurse that I saw and I was seen after a very short wait
Very Good	Very efficient, ahead of time and friendly nurse taking my bloods.
Very Good	Very good response of the doctor
Very Good	Very good. Nothing could have been done better
Very Good	Very helpful
Very Good	Very helpful and explained everything very well and really efficient
Very Good	Very helpful and friendly with the appointment and with a future appointment , thank you
Very Good	Very nice experience, with a lovely nurse ,excellent
Very Good	Very professional, kind and thorough.
Very Good	very quick and efficient and on time
Very Good	Very quick response and thorough
Very Good	Very quick, pleasant conversation with the nurse
Very Good	Very thing was has it should

Very Good	Very thorough diabetic check-up
Very Good	Vicki very helpful
Very Good	Was seen on time... Izzy was thorough, kind and extremely professional... Explaining everything clearly. In giving me my injection and then taking my blood, I never felt a thing!!! Always a positive! She also followed up with me as she promised and acknowledged my reply
Very Good	Why can't I have choice of doctor. Have been allocated Dr. Jones only when trying to book online

**Not Recommended**

Poor	Appt made myself to review MRI scan (Prostate) of 2nd May. I had personally seen the report on NHS app on 5th of May. However, I learnt at this that I was not the subject of the report. I proactively made a further GP appt but whilst the incorrect report has been removed, it doesn't seem to have been replaced. A month since MRI scan and no communication, all very worrying.
Poor	Phoned on Monday afternoon 18th May to make an appointment with Dr Edney when I spoke to a receptionist who was very abrupt and it seemed that everything was an effort for her. I have never ever experienced this with Laurel Bank Surgery Receptionists before and left the call feeling an inconvenience. Not the usual high standard for the Receptionists I have had in the past.
Poor	The check in machine was not working. My appointment was to review my medication and discuss results of blood test. This could have been done by phone. Also considering it was a review of medication why was my sugar and cholesterol not checked? I take statins, so surely checking my cholesterol is one of the main items to see if my current dosage is correct. I have had to rebook another blood test as a result of this.
Poor	The GP wasn't very specific and didn't know lots about my issue and medication link. She was asking me questions about the medication that she should know. Didn't feel very well informed compared to my normal GP
Very poor	First appointment at tattenhall and was seen by a very rude nurse. I will be staying at Malpas surgery for now on.
Very poor	i waited for over an hour for my appointment but was not once told about the delay or that my gp was running behind. if this had been communicated to me upon arrival or even after the receptionist was informed there was a wait then that would've been fine and i would have nothing to complain about as i understand how busy the surgery is
Very poor	I was waiting for almost an hour past my appointment time. My appointment lasted maybe a minute or two, I assume because I was the last one of the day

Passive

Neither good nor poor	Booking was difficult as just wanted blood test follow up but actual appointment was smooth and efficient
Neither good nor poor	Had a text to say make appointment with my doctor then when I got there he didn't know why I was there?
Neither good nor poor	Had an appointment to see a doctor who wasn't there! Came back next day to see physio who gave me exercises, some of which I already do
Neither good nor poor	I was diagnosed with ADHD years ago but I'm just getting really tired trying to get medication
Neither good nor poor	No highlights
Neither good nor poor	Requested an appointment when I return from holiday which was suitably arranged.
Neither good nor poor	Should have had a PSA test this was missed so I need to come back.
Neither good nor poor	The telephone message is long winded it was also before press 1 for Farndon having pressed it this morning was then directed and call ended which didn't help me trying to get an appointment then having to say I wanted an appointment today not a Week on Tuesday having rang today when on other occasions not being able to make a forward appointment gets confusing.
Neither good nor poor	The appointment was on time but the preferred dressing i.e. inadine was not available.





