



Malpas Surgery

Malpas, Cheshire SY14 8PS
Tel: 01948 860205



Friends & Family Survey Results August 2026

Total No of Returns	164
Waiting Room	0
Website	0
Text Message	164

Overall, how was your experience of our service?

		% of returns
146	Very good	89
13	Good	8
2	Neither good nor poor	1
2	Poor	1
1	Very poor	1
0	Don't Know	0

Recommended

Good	Receptionist got me an appointment in good time
Good	I'd have preferred less focus on the likelihood of bowel cancer returning to the same site. It was worrying!
Good	Dr understood my problem and acted accordingly.
Good	Although having to wait weeks for the appointment, on the day it was quick and satisfied with the result.
Good	On time- sufficient time given to listen to patient concerns. And prescription given plus follow up review
Good	Very helpful consultation with the doctor.
Good	When checked in the system told me my doctor was 'on time' - however I wasn't called through until 15 mins after my appointment time
Good	Easy check in. On time. Friendly staff
Good	No appts available for weeks for my assigned doctor. Why assign a dr to a particular patient then place that dr for weeks at surgeries out of the area of the patient. Not environmentally friendly, I can walk to Farndon but had to drive to Malpas
Good	Friendly staff
Good	There was a 2 week(?) wait for the earliest available appointment which feels too long. Tattenhall is a very calm & friendly surgery much better atmosphere than Malpas

Good	Dr was very good
Good	No
Very Good	On time appointment, quick and painless blood test.
Very Good	Good service
Very Good	Friendly and quick service
Very Good	Didn't have to wait. Great service. Very efficient
Very Good	The nurse was very good at discussing why I was there and assuring me that the doctor would view my answers to all the questions asked and given. I was seen at my appointment time and all questions and answers given would be viewed by the doctor, which was done.
Very Good	The reception staff kindly made an appointment with the local surgery of choice. She was polite , very helpful and friendly. The GP was attentive. Listened and gave plenty of useful advice.
Very Good	Everything was fine. Appointment was on time, lovely locum doctor
Very Good	Excellent service
Very Good	Seen quickly and explained everything
Very Good	The doctor organised a same day visit to the countess to drain my cyst
Very Good	Quick efficient appointment discussed all concerns and medication prescribed. Great job- thank you
Very Good	Comfortable conversation listened to my concerns and next step appointment booked
Very Good	Vicky once again was very professional and reassuring
Very Good	Friendly and efficient
Very Good	On time, nurse caring and competent
Very Good	I always feel listened to and that my issue is being investigated well
Very Good	I only had my bloods taken, however Jackie the nurse is always on time with her appointments plus she even helps me in taking a photo of some moles on my back, sending me the link to then send them into the doctors, she's amazing
Very Good	Excellent care from Dr Hargreaves. I didn't feel rushed and she helped with all the issues I have.
Very Good	Very good service
Very Good	Appointment was on time and the pharmacist was excellent
Very Good	Dr. Explained results clearly and allayed my fears.
Very Good	Very efficient
Very Good	Clinician- pleasant, professional and I was seen on time
Very Good	On time and met my needs.
Very Good	Dr Evitts took time to understand my context and discussed the results of a recent blood test she then looked for possible reasons and then asked me to take some further tests which may explain the results.
Very Good	Very thorough & really listened!
Very Good	Dr Staff inspired confidence, listened carefully and examined my skin problem after which he requested an appointment with Dermatology.
Very Good	Great service, arrived on time and saw the doctor on time
Very Good	I felt the GP took the time to really reassure me and explain my concerns.
Very Good	Brilliant service, lump In my breast, seen immediately xx
Very Good	No
Very Good	Polite, quick and efficient
Very Good	efficient
Very Good	The GP I saw spent time to answer my questions.

Very Good	No waiting time after checking in, doctor polite and helpful
Very Good	Fast, efficient, informative.
Very Good	I was treated very well
Very Good	Prompt and courteous
Very Good	My first meeting with Dr Sewar
Very Good	Prompt appointment with no waiting time; pleasant staff
Very Good	Doctor was informative and is carrying out more tests.
Very Good	Appt arranged with Dr after contacting patches, system worked well
Very Good	I was seen on time and the person I saw was efficient and helpful
Very Good	Very professional service
Very Good	Efficient in all aspects
Very Good	Appointment on time and no issues at all
Very Good	Fantastic care and thoughtful meeting. Really reassuring and fast track referral for peace of mind with Dr A Evrit. Thank you.
Very Good	Friendly Professional behaviour by all
Very Good	Physio therapist spent time explaining the plan forward and felt she really listened to my knee problem
Very Good	The HCA taking my blood was friendly efficient and gentle.
Very Good	Appt done professionally and with no issues. Was reassuring and discussed well
Very Good	Saw me the same day and put my mind at rest
Very Good	Very quickly seen Jacky was very friendly no issues
Very Good	Although I was only at the surgery for a blood test I was seen to promptly and the nurse was caring and efficient.
Very Good	Personable. And professional
Very Good	Personable and Professional service
Very Good	Just a sensible relatable conversation
Very Good	I had prompt efficient tests and information.
Very Good	Cannot think of anything
Very Good	Very informative. 2-way discussion. Health issues discussed openly with clear appraisal on way forward.
Very Good	Quick and efficient
Very Good	Very efficient, put me at ease and explained every step
Very Good	Could not ask for a better outcome. Absolutely positive and caring visit.
Very Good	Punctual, friendly and clear
Very Good	Prompt appointment, bloods arranged
Very Good	Straight to the point, advice well explained, copy of diagnosis emailed immediately to my email address, MRI scan request sent while I was in the surgery. Only positive feedback.
Very Good	Felt I was treated with kindness and respect. Very professional. Thank you.
Very Good	Always efficient
Very Good	Appointment was easy to book & seen on time. Pleasant, helpful staff.
Very Good	Got an appointment within 24 hours and a full consultation and assessment
Very Good	Was seen on time the doctor explained what he wanted I was pleased with the way the appointment went
Very Good	spot on as per usual
Very Good	I was very satisfied with the service
Very Good	Prompt appointment, excellent consultation.
Very Good	Friendly efficient attention

Very Good	I was given an appointment for the same day
Very Good	The hack and nurse were very good
Very Good	All questions answered and no pain at all
Very Good	It was very good and a very helpful doctor thank you
Very Good	Efficient and helpful
Very Good	Appointment was on time and successfully prescribed treatment
Very Good	Was on time and very helpful
Very Good	The doctor listens to me, and made helpful suggestions.
Very Good	I felt the doctor was very responsive and helped me
Very Good	Very happy with approach of doctor
Very Good	Dr Siddorn was absolutely fantastic. As always, helpful and professional
Very Good	Dr Evitts superb,
Very Good	Dr Evitts was excellent
Very Good	Quick, efficient and understanding
Very Good	Everything was quick, professional and efficient
Very Good	Physio therapist was very thorough and came up with a plan to move my treatment forward
Very Good	I advised nurse Charlotte that I am nervous giving blood from my inner arm joint. She took blood from the back of my hand instead and the experience was quick and faultless. Charlotte was the first to offer me this and was a breath of fresh air. She made me very happy and made my day. Big thanks to Charlotte
Very Good	Good service
Very Good	Always kind
Very Good	Appointment on time. Doctor attentive, comprehensive and thoroughly understanding.
Very Good	Professional, friendly, reassuring, and confidence giving.
Very Good	Because there was no EXCELLENT
Very Good	Always helpful to visit the doctor in person, even if (in my case) rarely. Also, staff helpful pointing me to current online services, which had changed since last used months ago.
Very Good	Lovely doctor and reception staff
Very Good	Everything was excellent The Doctor listened to me and treated me accordingly I was very happy You couldn't have done anything better.
Very Good	Seen on time and referred by Dr Edney on 2ww Dermatology pathway. Seen two days later in photographic service and provided with results very quickly. Very pleased with service.
Very Good	On time, quick and efficient!
Very Good	Prompt and on time, no waiting around.
Very Good	Doctor was extremely good
Very Good	Made to feel welcome efficient and professional care
Very Good	Couldn't fault, prefer seeing doctor face to face
Very Good	I can never fault my doctors I consider myself lucky
Very Good	Appt made easily by phone. Seen on time. Had just enough time to discuss concerns in allotted 20 minutes. Remaining concerns can wait for another appt.
Very Good	.
Very Good	Excellent
Very Good	obvious?
Very Good	A very friendly nurse who explained everything and answered all my questions thoroughly.

Very Good	Short wait and efficient practice nurse who administered an injection
Very Good	From reception to Dr, everybody was so nice and friendly
Very Good	Doctor had time to talk.
Very Good	Very efficient
Very Good	Very happy with the physio I saw finally feel I am getting somewhere with a treatment plan
Very Good	My concerns were heard and understood
Very Good	Dr Siddorn is so kind and always supportive. Thank you for listening to me and putting me at ease. Nothing could be done better as you are fantastic!"
Very Good	Everything was very smooth once inside the building- I think it would be helpful to have the entrance door more well signed, another patient showed me where to go and how to sign in.
Very Good	100% fantastic treatment as always.
Very Good	Pleasant, helpful and efficient clinical and clerical staff.
Very Good	The GP listened and we talked through the issues and several options.
Very Good	On time, pleasant staff
Very Good	Doctor listened answered all my concerns re cancer and also diabetes issues would be discussed with nurse and I could make appointment with Ruth.
Very Good	Very helpful, friendly and thorough consultation.
Very Good	Was seen on time by a very pleasant nurse
Very Good	Happy with my GP visit
Very Good	The doctor was very pleasant and thorough
Very Good	Everything went as planned
Very Good	All is good.
Very Good	I was able to speak to the doctor about an mri result and discuss a diagnosis for my travel insurance
Very Good	Dr Sarwar was very friendly and made me feel at ease whilst having my cortisone Injection.
Very Good	Very pleased with appointment
Very Good	Minimal wait and treatment administered efficiently.
Very Good	Charming nurse. However the reception staff are often unhelpful
Very Good	Excellent service didn't have to wait long couldn't fault anything about my appointment
Very Good	Dr Siddorn is amazing
Very Good	No delay. Very pleasant efficient, and constructive appointment
Very Good	Urgent issue saw me quickly and immediate access To hospital for further checks
Very Good	Nurse was lovely, down to earth, informative, made the appointment quick and easy
Very Good	Seen on time
Very Good	Friendly and efficient.
Very Good	Ive had 2 recent appts. One with Dr Jones which really helped answer some concerns and she was very helpful in addressing my current health concerns. The 2nd appt was at Farndon for a physio appt with Anna. I can only express that Anna was excellent , very thorough, very person centred & explained her assessment and plan in clear terms and made some immediate referrals for me. Anna was simply brilliant
Very Good	Very helpful and friendly. Professional
Very Good	Receptionist got me an appointment following a blood test at short notice, very grateful for the support
Very poor	I never had the call with the doctor. Still waiting!

Not Recommended

3581	9/2/26 11:14:57	9/2/26 11:16:20	Poor	Over one hour late for a blood test
3693	9/3/26 14:53:17	9/3/26 14:54:33	Poor	As usual serious delay in being seen, unknown doctor again, poor response fobbing off to get 25 miles to a and e....

Passive

3546	9/2/26 10:50:53	9/2/26 10:51:18	Neither good nor poor	Dr Kate on arrival so felt rushed
3667	9/2/26 23:15:12	9/2/26 23:17:09	Neither good nor poor	Came to see gp for answer left non the wiser seems non committal on another issue