

PATIENT FEEDBACK

Below are comments about the care patients have received from this surgery

Good

Calm, good information and good solutions

Was seen on time. Made to feel at ease. Was given answers to my questions. Had a good conversation about health

Excellent locum gp. Listened and explained/talked things through

Was very accommodating of our needs

The Doctor I saw spent time listening to my symptoms and did not just give me medicine without trying to understand what is wrong with me

My appointment was booked for 8am this morning but when I arrived 5 minutes early for this appointment they could not find me on their system

Friendly staff. Availability of appointments compared to other surgeries I have heard about

It is becoming increasingly difficult to get an appointment, regardless of the day of the week. It is shocking that even calling ten minutes after surgery opens, whether in the afternoon or evening, the surgery appointments have all been fully taken

The doctor listens and explains the course of action. The receptionist was both friendly and helpful

Explained everything

Visited nurse and pleased as usual to care and attention

The staff at this practice are efficient, informative and friendly

Doctor was so good

I was able to call at 2pm and got an appointment at 3.20pm and was also seen 10 minutes early so keep doing what you are doing, you are doing a fantastic service

My doctor knows all my family and understands how I need things explained to me about my illness. Very much on the ball

I am lucky and thankfully I don't have to attend the surgery very often but had to recently. I just wanted to say how great the service and care was yesterday and today from everyone. Thanks and keep up the good work

Excellent service from a very professional and very well run GP surgery we are lucky to have this practice in our neighbourhood

I was very happy

Very fast process, great staff, I felt being taken care of

Doctor listens to you and explains details to you in a way that is easily understood

Everyone in the surgery from receptionist to nurse to doctor are all very welcoming and friendly. I am glad I moved from Melrose

A very good service

I have to say that I have never had an issue with this practice. Always had an excellent service and Dr Chapman is top notch when it comes to GP's. I have always had excellent service from all concerned

Smear test took less time than it took for me to undress

Everything explained

You should have a free booking for people who work Monday to Friday

Excellent Service

Mrs Maria was great

Always happy whoever I see

Such an efficient surgery. Always seen same day by GP. They are so reassuring. Nursing staff so efficient. Receptionists so polite and friendly

Lovely nurse and all the staff

Seen exactly on time a painless appointment

We always have a good service from this practice

Not really much help

To book an appointment in advance is just hard work. I had to repeat myself several times and be short to book an appointment with my GP through the receptionist whilst have high blood pressure. Just make it easier – or think out the box check the week before or week after. People do not go to doctors for fun

Receptionist was very rude and abrupt, seemed she did not even care and just wanted to get off the phone but the doctor I saw was so helpful and very caring

Receptionists are always quite rude on the phone and difficult to get appointments