



Malpas Surgery

Malpas, Cheshire SY14 8PS
Tel: 01948 860205



Friends & Family Survey Results

April 26

Total No of Returns	131
Waiting Room	0
Website	0
Text Message	131

Overall, how was your experience of our service?

		% of returns
119	Very good	92
7	Good	5
3	Neither good nor poor	1
0	Poor	
1	Very poor	1
1	Don't Know	1

Recommended

Good	Efficient friendly service
Good	It took a long time on the phone to get the appointment. My appointment was running late, but once I saw the doctor everything went well.
Good	I was referred to a specialist
Good	Because it was good. The only improvement could be with the dispensary assistant who was very offhanded.
Good	I would prefer to use the Malpas practice rather than have to travel to one of the other practices for my appointment then have to travel back to Malpas to pick up my prescription
Good	9 minute delay posted on arrival. Actually about 50 min
Very Good	My appointment was on time & my problem dealt with efficiently
Very Good	Always able to get a convenient appt date and time.
Very Good	Dr Evitts is a brilliant doctor. Also my appointment was on time.
Very Good	Sympathetic understanding efficient doctor
Very Good	No lengthy waiting time. Easy check in system. Dr was professional and thorough with questions.

Very Good	Friendly efficient service as always
Very Good	Good service
Very Good	Made to feel relaxed and comfortable
Very Good	Given sufficient time to discuss my health.
Very Good	Seen on time by very pleasant nurse
Very Good	Prompt and efficient service
Very Good	Because it was easy to talk to the doctor
Very Good	Easy too book. Quick waiting times. Kind and caring nurses
Very Good	The thing missing is a clock to tell patients the time otherwise you are an excellent surgery with friendly and helpful staff and doctors
Very Good	Dr was very understanding, made me feel at ease. Booking in system very quick. Gp surgery very clean and having a reminder by text with date and time of appointment was fantastic.
Very Good	Time given to patient. listened and reassured
Very Good	Polite staff. Dealt with quickly.
Very Good	I can always talk to my Dr as if he's family which makes my appointments less stress ful
Very Good	Doctor Hargreaves is genuinely interested & keen to understand your problem. She makes you feel at ease & listens to you.
Very Good	Nurse was thorough but careful taking blood.
Very Good	Obviously very busy but seen on time and very friendly and efficient
Very Good	I had an appointment with Dr Snowden, she listened to my issues intently, she was very friendly and my appointment was not rushed. The practice was extremely clean as always.
Very Good	I always receive excellent advice
Very Good	The nurse was very pleasant and I was seen on time.
Very Good	It was quick and efficient
Very Good	On time and very efficient service.
Very Good	Fast appointment, wonderful medical care
Very Good	Dr Hargreaves was very helpful.
Very Good	This was a complex appointment with Nurse Vicky and she put me completely at ease from start to finish and explained fully what the situation was
Very Good	charlotte was lovely came over as very kind and caring
Very Good	Seen rapidly by GP, very professional and caring. Most importantly easy to talk to
Very Good	Pippa whom i come to for my diabetic screening and another nurse that did my smear are a absolute credit to your surgery. I always feel so relaxed with their calm caring approach beautiful nurses she be given an award not many nurses left with a golden heart like these two 🤝
Very Good	Excellent GP practice. Never an issue accessing appointments with any of the healthcare team. Listen and refer and treat appropriately.
Very Good	This was INR visit. HCA very careful and sympathetic
Very Good	Receptionist very helpful had a telephone appointment with the doctor who was also very helpful, and I felt cared for when not feeling well
Very Good	All questions answered with detail
Very Good	All very satisfactory. Excellent surgery. G. Ps and all the team working in the best interest for Patients. I appreciate the Surgery.
Very Good	A helpful lady Doctor who is professional and has a human understanding of my problems.
Very Good	Very efficient
Very Good	Nurse v informative
Very Good	The nurse was excellent very friendly but professional. Top notch
Very Good	Efficient and pleasant nurse who made me feel welcome

	Dr Davies was lovely in every way. He was very polite, extremely thorough and a true professional. He asked questions and quietly discussed the issue before moving to make the recommendation for a scan. He clearly booked this straight away as I received a booking at the Countess of Chester for this Sunday. Very very impressed.
Very Good	
Very Good	In and out no time wasted job sorted
Very Good	Pleasant, polite and happy to help you.
Very Good	Oh very good, thank you
Very Good	Very efficient doctor and happy with the service
Very Good	Seen to promptly, nurse very good 👍
Very Good	Always good, everyone is very polite and respectful
Very Good	Got the answers I needed from Dr Henney
Very Good	Everything when smoothly with no complaints
Very Good	The nurse was pleasant, friendly, answering all questions, I was very happy with the visit happy
	A clear and comprehensive discussion, and a decisive decision as to treatment with a follow up suggestion, all given with practical and medicinal reasons.
Very Good	Seen at booked time and tests carried out quickly and efficiently.
Very Good	My appointment was on time, and the nurse was very efficient.
Very Good	Very pleasant experience.
	The Doctor was easy to talk to and put me at my ease when I was explaining my condition. She was very kind and reassuring in her reply. I can't thank her enough.
Very Good	So pleased with my appointment
Very Good	Friendly and caring staff
	The receptionist was able to book me back-to-back appointments which was helpful. Both healthcare workers (Nurses?) were friendly, professional and put me at ease. Thank you
Very Good	All medical issues sorted excellent experience
	The appointment was in time and Doctor Davies very helpful. The only thing that could improve is being able to book online. When I tried, Dr Davies wasn't listed.
Very Good	Always first-class service.
Very Good	All my questions answered medications to try to improve my health
Very Good	Prompt very friendly treatment
	Please don't ever change you are a most caring, compassionate Surgery that I am so fortunate to be a Patient.
Very Good	Dr Grace was very good at listening to me and set out a plan of action
Very Good	I had brilliant experience with no waiting around
Very Good	Very polite and friendly
Very Good	Very pleasant staff and no waiting.
	My answer was very good because I booked in with no problem. I was seen by the nurse vertically straight away, I was seen and I was out all very quickly. Well done Laurel Bank Surgery Malpas.
Very Good	My appointment was on time; the doctor was very thorough and listened to my queries.
Very Good	Got my appointment quickly and didn't wait long to see the Doctor.
Very Good	I was able to get an appointment on the day, the receptionist tried so hard to make it work for me.
Very Good	Dr Gilbert was so caring and helpful and had obviously read up on my notes before I arrived.
Very Good	I've been with Laurel Bank for 43 years and always had great care
	Peper is very caring and considerate to all your needs she has time to listen and get to the bottom of the issue I can only thank you enough for employing her
Very Good	Because it was great

Very Good	Very helpful advice and guidance from nurse Practitioner who took time to explain carefully and listen to my concerns
Very Good	Very caring expert service.
Very Good	Appointment at short notice greatly appreciated
Very Good	Appointment on time. Kind and professional staff. My vaccination didn't hurt!
Very Good	I was seen in time and both staff were welcoming professional and informative
Very Good	Friendly face doing the blood test and ecg. Felt confident in her ability to get the tests completed.
Very Good	The nurse was caring and pleasant!
Very Good	.
Very Good	Nothing
Very Good	Dr Evitts was excellent. Very understanding and interested in the issue I had and extremely lovely DR.
Very Good	He was very nice, not seen him before. Don't really like going or troubling the Dr ! But he listened
Very Good	My doctor Grace was brilliant. She is kind, helpful, a great listener, and most of all extremely professional!
Very Good	Appointment was with a very thorough lady doctor who listened to me and helped to resolve my problem.
Very Good	Efficient Doctor
Very Good	Prompt
Very Good	Quick, efficient
Very Good	I was very pleased of the way I got appointment so quickly and the staff are friendly
Very Good	More or less on time. Got all my questions answered. Friendly and helpful.
Very Good	Seen promptly & feel my questions were answered
Very Good	It was very good and effective and on time
Very Good	My results were very good and the staff were treated me very well
Very Good	The practice is an excellent one
Very Good	Didn't wait long, staff were very helpful and listened and answered all questions with care and courtesy
Very Good	Always on time and efficient and friendly
Very Good	I was given advice on the phone and you fitted me in with a doctors appointment soon after.
Very Good	Punctual friendly service by the Nurse
Very Good	Everything was as friendly and efficient as always
Very Good	Very efficient check in, appointment timing excellent, very understanding and knowledgeable doctors.
Very Good	Quick and efficient.
Very Good	Staff always very pleasant and extremely helpful and knowledgeable.
Very Good	Seen quickly, on time
Very Good	Doctor Davies was so understanding and patient. Lovely manner.
Very Good	Dr Henry was very helpful
Very Good	Firstly, I was given a same-day appointment. Dr. Davies was a good listener and prescribed appropriate medication. Could not ask for better care.
Very Good	Very friendly and helpful
Very Good	All staff polite and helpful
Very Good	All my questions answered. Dealt with professionally as always.
Very Good	Really positive appointment with the GP

Very Good	Professional, friendly and on time
Very Good	Very efficient
Very Good	Getting to see a doctor same day even though it meant going to Farndon
Very Good	My appointment was on time and the doctor didn't rush me!
Very Good	Excellent customer service and very friendly

Passive

Don't know	Very easy to make the appointment, no waiting on the day and fantastic treatment by the doctor.
Neither good nor poor	I had a further question after my consultation was unable to follow-up other than booking a follow-up appointment 2 weeks hence. In many respects I should have been better prepared.
Neither good nor poor	Having to wait nearly 2 weeks for an injection don't understand it why couldn't be done there and then. Would save time and appointments
Neither good nor poor	My husband and I booked appointments for bloods, but when we arrived both appointments were under my husband's name which caused a little confusion. It did get sorted and nurse was nice. I would say however since the merger the reception staff by phone have not been as friendly or efficient which is a shame as I worry before calling now.

Not Recommended

Very poor	I was not told that my initial appointment was at a different location from where I have always been seen before (this only became apparent when I phoned back to change my appointment). I had previously been told that I would be guaranteed an appointment on the day if I phoned at 8am - when I did phone at 8am I struggled to get an appointment that week. When I got to my appointment at Farndon, the doctor criticised the equipment available at Farndon and said he would be better able to diagnose me at Malpas (where I am normally seen), as the scopes for inspecting my ear drum are better quality and more powerful- having waited a week and a poor reception experience to then be told this is quite disappointing and very frustrating.
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