



Malpas Surgery

Malpas, Cheshire SY14 8PS
Tel: 01948 860205



Friends & Family Survey Results

Total No of Returns	295
Waiting Room	0
Website	0
Text Message	295

Overall, how was your experience of our service?

		% of returns
253	Very good	86
29	Good	29
10	Neither good nor poor	10
3	Poor	3
0	Very poor	0
0	Don't Know	0

Recommended

Good	Some confusion during the amalgamation but generally the operation to bring all three practices together appears to be working very well
Good	Couldn't have done anything better

Good	The doctor was good but unfortunately the knee injection I was given had no effect and failed to relieve the pain in my knee even slightly. The first time I had the injection a year ago it worked and gave me considerable relief. The doctor was very efficient, but the result was unfortunately not what I had hoped for.
Good	Appointment on time
Good	Consultation thorough & informative. Covered many health issues.
Good	Everyone was nice
Good	I was happy with the service I received
Good	Fans I the waiting room
Good	I was listened to and appropriate care was shown .
Good	Called in for a review.
Good	Doctor was amazingly helpful, as per usual. I had to mark down due to confirming attendance the screen said running behind by 10 minutes, but I was in the waiting room for almost an hour
Good	I found Dr Staff very welcoming and very thorough, and felt confident that his answers to my problem sorted out my worries
Good	Luckily, I brought with me my spare Nebido vile, as the message didn't get passed on to the nurse when I booked the appointment. I used to pick up my own prescription you see, but the surgery changed it to getting it by them there.
Good	My treatment was given with confidence
Good	Dr Staff was very helpful and considerate of my concerns. Only marked down from Very Good because it was difficult to make an appointment as I usually do it through the Patient Access app, but no appointments were showing available for weeks.
Good	The nurse was very competent & friendly but I did have a large bruise at the site of entry!
Good	Helpful and efficient
Good	My appointment was at 0920 but even though the surgery was empty I didn't get seen until 0955
Good	Happy
Good	Dr discussed my cough symptoms and prescribed new inhaler. To see him again in one month
Good	On time, local to me, efficient Professional. All good
Good	Waiting room upgrade
Good	Mine was a telephone appointment, it would have been better if I was told that it could be up to an hour as I was at work and needed to move myself from customers
Good	Prompt efficient appointment, all queries explained and dealt with.
Good	Just wanting to feel a little more empathy with my situation and acknowledgement that it's difficult for me to be continuing with very uncomfortable symptoms and no remedy

Good	The GP displayed a professional attitude, listened and answered my questions in a clear and understandable way.
Good	Everything fine
Good	I'm not happy to discuss on the telephone with the receptionist who confirms your name and address and health issues who repeats this to you, and this is available for general public to hear who maybe waiting at reception or in the waiting room which is open and not contained as previous. My doctors appointment was fine and was satisfied but not sure if a copy of letter to Mr Simpson from the surgery will appear on my NHS app.
Good	No long wait in surgery
Very Good	The lights in the waiting room, old flickering strip lights, need changing they were triggering a migraine
Very Good	Very polite and helpful
Very Good	Seen couple of minutes before appointment time
Very Good	Pleasant and very helpful nurse
Very Good	Routine hormone injection for Prostate Cancer. A question arose concerning interference between the injection and the nearby pancreas. The nurse was going to refer the matter to Dr Freeman. This does not seem to have happened.
Very Good	The Dr was approachable and engaged, asked lots of questions and gave detailed instructions on how to use the medication she was prescribing
Very Good	On time and gp was great. The only thing I could suggestion I could make is clear exit signage after you leave the gp's room... I always feel a little lost and have ask!
Very Good	I was offered an age-related health check and it was it was done very quickly and efficiently with a comprehensive explanation of the results, so thank you.
Very Good	Always pleased with the treatment I receive
Very Good	Dr Staff very helpful and informative
Very Good	Efficient and helpful as always
Very Good	Excellent and prompt action
Very Good	Staff all helpful - ran close to time
Very Good	Good
Very Good	I contrast my experience with stories from friends in neighbouring practices.
Very Good	Because the Doctor was very kind and nice, could not have been better.
Very Good	Nurse Re3d dealt with me very well, clearly explaining what was to be done & understanding my personal/medical information.
Very Good	Professional, friendly efficient appointment and follow up with phone call afterwards. Prescriptions updated.

Very Good	Appointment was on time, and seen to professionally
Very Good	Exceptional service all round from reception to doctors and nurses.
Very Good	Speedy response with personnel very helpful
Very Good	Always helpful and able to see a GP or relevant medical when needed
Very Good	Friendly & prompt on timing
Very Good	In on time
Very Good	Friendly, efficient and professional service as always
Very Good	I was satisfied with the appointment
Very Good	Tel call from clinical pharmacist very helpful
Very Good	Pleasant efficient staff.
Very Good	I have always been more than happy with my appointments with dr Henney
Very Good	Felt listened to and didn't feel rushed.
Very Good	The Doctor listened to my symptoms and acted immediately
Very Good	Was seen promptly and very pleasant nurse and reception staff
Very Good	Very pleasant professional and patient.
Very Good	Phoned up at 8am and got same day appointment at 9.40am.
Very Good	Thorough
Very Good	Doctor and nurse sorted out my problem with ease.
Very Good	On time
Very Good	Dr staff was very attentive.
Very Good	RSV injection given painlessly.
Very Good	Friendly staff, as always.
Very Good	Prompt and pleasant
Very Good	I was very happy with consultation which was on time.
Very Good	Receptionist was lovely and got me an appointment really quick. Nurse was friendly and informative; she was really kind and put me at ease
Very Good	I find all the doctors at Laurel bank very good.
Very Good	Discussion of all options and what to expect when amending dosage
Very Good	No waiting I was seen as soon as I got there
Very Good	On time, very helpful nurse.
Very Good	Dr Grace was very thorough
Very Good	Dr referred me on to COCH as second opinion needed to confirm his findings

Very Good	They were very helpful and doctor. Looked at records and didn't mind me asking questions and looking for answers very efficient
Very Good	The Dr was very helpful, supportive and offered advice.
Very Good	On time efficient and helpful
Very Good	It was all very efficient, and I have complete faith in all they do. They have never let me down.
Very Good	Appointment on time and the nurse listened to my thoughts. She was an excellent listener
Very Good	Personable and knowledgeable support
Very Good	Very efficient and the nurse was kind which I was grateful for as I don't like blood tests, but she got me through it.
Very Good	Everything went well.
Very Good	Always amazing
Very Good	On time, professional , relaxed
Very Good	The doctor was excellent and had read my notes and remembered what was wrong. It was good to see the same doctor and have some continuity.
Very Good	Dr Edney dealt with me thoroughly and was friendly and personable.
Very Good	I was happy with the consultation
Very Good	Very helpful in all areas
Very Good	In and out very quickly. No bruising after.
Very Good	Very thorough consultation explained ongoing medical process well. Appointment on time, very nice GP
Very Good	Dr SIDDORN sorted everything on the day I came in for
Very Good	Because it was carried out very efficiently, on time and good communication. Very happy with the service.
Very Good	It was seen and not made to wait for a long time I was treated for my problem very well thank you
Very Good	Excellent Dr Melisa Siddorn very informative and explained possible issues in an understanding way
Very Good	Excellent doctor
Very Good	As an elderly lady I was very grateful for the help I was given by members of staff
Very Good	I think the waiting room should be nicer very dull when you want to go to a doctor you want something like Farndon atmosphere
Very Good	Sister Charlotte is lovely. She explained that there was a slight change in procedures. I am 93 and hate having blood taken. She very carefully managed to find a vein and obtained the blood without any distress to me. She also explained what happens next. I was very happy with the way that she treated me
Very Good	Very pleasant and helpful nurse. Excellent service. Thank you.
Very Good	Was in and out very quickly. The nurse was very reassuring and did the test to the highest of standards

Very Good	Appointment ran on time. Staff friendly and professional
Very Good	Appointment on time. Nurse very pleasant.
Very Good	Very helpful
Very Good	On time..explicit
Very Good	Izzie was kind, friendly and explained everything clearly. She also followed up about an unrelated medical issue and got me another appointment there and then. Some air conditioning in the waiting room would be good!
Very Good	Easy to communicate and pleasant. All good.
Very Good	Although I had to wait a little, Dr Hargreaves's was brilliant and I'm very happy with the treatment plan. Having someone on the staff with dermatology expertise is a great asset.
Very Good	Very kind and patient staff
Very Good	A good discussion with the clinical pharmacist, good advice on a way forward to bring down Cholesterol.
Very Good	I had a lot of questions and the dr was brilliant at giving me some answers
Very Good	It was very efficient and Doctor was lovely.
Very Good	Appointment on the same day, doctor on time, waiting room cool
Very Good	Very efficient and friendly and explained everything I wanted to know before i asked.
Very Good	Dr Henney wss great as usual.
Very Good	The practice nurse was very thorough and had a very good personality
Very Good	Good informative and positive consultation. No action required on diet. Good to know Thank you.
Very Good	Dr Jones gave me time to talk about symptoms, scan results and current stressors. She was respectful and helpful. I felt listened to, unlike when having to see my named GP. Dr Hargreaves always rushes me and is very dismissive. She does not have the right temperament to be a GP. Dr Jones is excellent.
Very Good	Friendly & punctual
Very Good	Explained to me well.
Very Good	Izzie was so welcoming, very professional and through. Thank you Izzie
Very Good	Doctor is very patient to explain and discuss with me. Also, I think she is knowledgeable and I feel I can trust her.
Very Good	So easy to arrange
Very Good	The person who attended me was very efficient, courteous and helpful.
Very Good	I had vertigo. Appointment same day. Doctor was wonderful - kind and efficient. Very good experience. Thank you Laurel Bank.
Very Good	Doctor was lovely really helpful & answered all my questions.
Very Good	I went to see Dr. Henney at Tattenhall so grateful to get an appointment as I did not feel well. I was given some very strong antibiotics, so I am on the mend now. Well done.

Very Good	Good service
Very Good	Very thorough, and very useful. Thank you
Very Good	Seen on time for appointment. Doctor listened to patient & was extremely thorough. Repeat appointment scheduled for 2 weeks
Very Good	The nurse was very clear and listened carefully
Very Good	The appointment was on time and the service was excellent
Very Good	Timely appointment, called by the surgery to discuss my results - wasn't left just hanging and wondering what the outcome was. Friendly informative staff.
Very Good	I feel that the Dr I've been seeing has really helped me, she's been super helpful, paid attention to these issues I've had, and has really made a difference, i feel like I can ask her anything,
Very Good	Very thorough routine check-up which highlighted a couple of issues which were immediately followed up for further investigation.
Very Good	Dr Addala listened carefully, checked my ROM, updated my medication and gave me advice. All of which has improved my situation. Great job, thank you Doctor.
Very Good	I was able to choose an appt time on the day of being notified which was brilliant - and the nurse carrying out the procedure was extremely helpful, pleasant and professional - thank you
Very Good	Empathy and flexibility in giving the best possible service in the circumstances
Very Good	Very friendly helpful and explained everything clearly
Very Good	Fast and efficient and lovely customer service approach
Very Good	Nurse was very efficient, pleasant and I was seen on time.
Very Good	The doctor was very helpful and explained everything in detail nothing was too much trouble
Very Good	Appointment on time and great advice from doctor
Very Good	Long term condition with nose bleeding seen within 24 hours of ringing surgery
Very Good	Dr Freeman explained various things to me in a language and detail that resonated to someone of my age and background.
Very Good	Was on time and answered all my questions, nothing more they could do because I'm still ongoing treatment
Very Good	I found that Dr Evitt has sorted things out and there a plan to improve my problem
Very Good	gr8 in every way
Very Good	Very thorough and efficient service thank you very much from Mrs G L Chew Bailiff's house Chester Road, tattenhall
Very Good	Was able to make appointment back-to-back with my wife's appointment
Very Good	My appointment was on time and I was dealt with courteously and professionally. If blood tests can be called such a thing it was an enjoyable experience!!

Very Good	Efficient service
Very Good	Was given an appointment for the same day and receptionist was lovely
Very Good	On time personable and efficient what more could you ask! Results next day with suggestions and comments.
Very Good	Dr Staff is driving the research into my problem in a very positive and reassuring manner. I feel very confident that he is helping me
Very Good	Overall good & efficient. Only negative was waiting time.
Very Good	On time, courteous and professional service
Very Good	Annual asthma review all went fine.
Very Good	Dr La rue was very thorough and helpful she has given me a follow up appointment and contacted hospital, and I now have a check-up with them too l
Very Good	The nurse good and we were both pleased with my results.
Very Good	Doctor Freeman was great. With her experience she was able to diagnose my problem from the many symptoms that I was experiencing. She also took extra time to take my blood pressure to give me peace of mind. Repeat blood tests were ordered for the same reason. Thank you.
Very Good	Malpas surgery always so helpful.
Very Good	Everything worked like clockwork and the nurse was professional and friendly...despite the excessive heat.
Very Good	A helpful talk, advice from my very thoughtful doctor
Very Good	Everything was prompt on time
Very Good	Sister Pippa Birchall is professional, efficient, caring, and interested in her patients; she is a great credit to the surgery
Very Good	On time, very friendly and efficient
Very Good	Taken in on time nursing staff pleasant
Very Good	Appointment was on time & nurse very friendly
Very Good	On time and efficient, pleasant nurse
Very Good	Jackie is so kind and helpful, it's always a pleasure to see her
Very Good	Polite, knowledgeable staff who took time to give a good explanation. The waiting room would look better for a coat of paint!
Very Good	It was a helpful appointment
Very Good	Quick and good
Very Good	I was seen within 5 minutes of my appointment time
Very Good	The appt with Dr Aballa was very helpful and she gave me a clear diagnosis my condition and explained everything I needed to know.

Very Good	Everyone was very helpful,
Very Good	My appointment with the nurse Charlotte was excellent thank you
Very Good	Sister Pippa Burchell was very thorough and informative.
Very Good	Doctor attentive & friendly. Felt understood & supported
Very Good	Appointment was quick and seen quickly
Very Good	My nurse was ready for me spot on time. Was welcoming and reassuring explained everything and checked i understood... Gave good advice
Very Good	On time, organised, welcoming, everywhere was clean and tidy. I was listened to during my appointment and learnt there was room for improvement with my inhaler technique, which I am already benefiting from. Thank you.
Very Good	Was seen very close to my appointment time.
Very Good	Lovely and attentive doctor made me very feel very comfortable
Very Good	Very thorough and informative thankyou
Very Good	Very prompt and efficient.
Very Good	Was seen very quickly and was prescribed some antibiotics
Very Good	Effective efficient communication.
Very Good	My experience was perfect. Blood taken without pain and on time
Very Good	On time. Engaged discussion. Felt comfortable.
Very Good	Helpful staff booking appointment over the phone. A short wait to see Dr Snowdon but no problem.
Very Good	Quick to get an appointment and very thorough when visited Gp
Very Good	Smooth, friendly and on time
Very Good	The Nurse could not have been more attentive to my needs and went the extra mile to help me.
Very Good	Sister always helpful and professional
Very Good	Had reminder 24 hours prior; checked in on machine fine which gave an estimate of waiting time. Doctor had a nice manner; picked up prescribed medicines same day
Very Good	Because
Very Good	No waiting, professional but friendly staff, very knowledgeable. Felt safe and cared for.
Very Good	Appt on time
Very Good	I received a text for routine bloods so used the NHS app to make an appointment was seen in 2 days and as usual the blood nurse was so friendly and professional
Very Good	Nurse discussed health and proactively included addition blood test
Very Good	Lovely nurse. Bless her
Very Good	Listened gave clear answers explained what to expect. Outstanding service

Very Good	Was seen BEFORE time of appointment!
Very Good	Friendly nurse who explained thing clearly.
Very Good	Parking, airy waiting room, appointment on time, all good.
Very Good	In spite of what was going on outside service was no waiting and pleasant checks were done with no bother.
Very Good	Telephoned at 8am, was given an appointment for 10.40am in Farndon. Saw a lovely lady doctor who listened to me and prescribed medication to help me with terrible migraines I was suffering with. Prescription appeared at my pharmacy, and I was able to pick it up 2 days later. When I had another migraine, I took medicine as directed and it worked beautifully. So so thankful, had been through a terrible week. Thank you all so much for your help and support.
Very Good	Efficient and helpful.
Very Good	Early appointment
Very Good	Felt I was in a good place I was treated fine thanks
Very Good	Prompt & efficient.
Very Good	I was very satisfied with my appointment yesterday with my gap to go through some recent blood test results. I shall be back again on Monday afternoon to continue our discussion and plans. Thanks
Very Good	Dr Jones knows me and understands my needs. Wonderful, since, due to my autism, there are often misunderstandings.
Very Good	Quick appt and excellent explanations
Very Good	Everything was very efficient from the start of making my appointment up to seeing the doctor, didn't have to wait too long.
Very Good	My appointment was mixed up but it was sorted, and I had my appointment x
Very Good	Very efficient
Very Good	Very prompt, caring and professional. No improvement to be made!
Very Good	Very efficient and friendly service, thank you .
Very Good	Good
Very Good	I was seen on time and felt very confident with the treatment.
Very Good	Seen on time and nurse very professional and pleasant
Very Good	Was on time, nurse was very friendly and helpful.
Very Good	Overall, very good
Very Good	GP listened to my concern. Made several checks and responded very positively going forward with actions she could make regarding the diagnosis. Also to return should there be any other concerns .
Very Good	Professional, friendly explained options
Very Good	I visited Laurel bank every day last week and everyone was professional and friendly

Very Good	Great communication and good clear advice
Very Good	Doctor Hargreaves's is brilliant everything you want and need in a doctor - great doctors surgery the staff are brilliant.
Very Good	Excellent on time care as ever
Very Good	Very good service and felt very comfortable with my appointment
Very Good	The nurse was friendly and efficient. She had calculated my next B12 appointment before I arrived.
Very Good	Speedy, friendly
Very Good	The nurse was friendly, and told me all I needed to know about the vaccination
Very Good	Prompt appointment, check-in system told me appts running a little behind schedule, nurse was very good. Thank you
Very Good	Punctual friendly and efficient
Very Good	Practice nurse was very informative and depending on the samples gave we will know better then many
Very Good	My recent appointment was on time and was carried out in a very professional and friendly manner. There was nothing you could have done better.
Very Good	Efficient and friendly
Very Good	Friendly and professional
Very Good	Very helpful diagnostic process clearly explained to me, with a plan for care ongoing into weekend - very practical
Very Good	I had gone to the surgery for my second shingles vaccine; I asked the doctor if there was a well man clinic near Chester. The doctor replied I could sign up now and if I came back tomorrow, we could make a start. Very happy with the quick response and receiving the results a few days later. Great piece of mind to know how my general health is.
Very Good	Appointment was on time and issues were discussed with care and consideration. Unlike a recent experience recently where I was made to feel that I was wasting their time over nothing.
Very Good	The treatment I have received over the last month from both nurses and doctors has been outstanding. The negative side I would point out is air conditioning would be very beneficial to everyone. Thank you
Very Good	Smiled and pleasant
Very Good	Smiled and pleasant to talk to
Very Good	Smiled and pleasant to talk to
Very Good	Appointment timely, as usual Dr acted professional
Very Good	I have been so blessed to belong to the Malpas Surgery for many years. The care and kindness shown to me has been beyond expectations as was my recent visit.
Very Good	Quick appt time
Very Good	Care navigators are always polite and efficient, excellent service overall. Thank you 😊 Julie Taylor

Very Good	Gave me some good advice listened to what I said and arrange treatment promptly
Very Good	Good
Very Good	No waiting and friendly.
Very Good	Excellent service.
Very Good	I was seen on time, and my problem was satisfactorily addresses
Very Good	The staff are caring and excellent
Very Good	Lovely nurse, prompt results
Very Good	Dr Henney was superb recognizing that I needed an immediate hydrocortisone injection. He had one in the surgery which he gave to everything was done perfectly
Very Good	Quick appointment lovely friendly staff only a short wait
Very Good	A very well delivered service.
Very Good	Polite and efficient doctor
Very Good	Fast, efficient and fantastic help. Absolutely brilliant!
Very Good	On time,
Very Good	Was automatically told i needed 20 mins
Very Good	Because it was good!
Very Good	The appointment was on time, and the nurse was very helpful with the questions I was asking and very professional at taking the bloods
Very Good	Always very good
Very Good	I did not have to wait too long after my appointment time to be seen. I discussed my concerns with the doctor and the appropriate referral is being made.
Very Good	Appointment time available quickly from my initial enquiry. Seen on the day and time of my appointment promptly. Felt that my examination was thorough and detailed, and the Dr explained clearly the next stages in the follow up to my initial examination by her
Very Good	Minimal waiting time are treatment was good.
Very Good	From excellent triage at reception and a timely appointment with a great doctor giving a thorough check up and a referral for blood check to be fully sure. Could not have been better. Thank you.
Very Good	I got a clear strategy and the support I need to control my diabetes
Very Good	Same doctor who knows me. No trouble getting appointment. Always feel heard and communication is at the right level always. So lucky to have this wonderful team thank you x
Very Good	To some degree it put my mind at rest following the results of a head MRI
Very Good	I felt listened to and the GP was incredibly thorough. I had a very positive experience.
Very Good	Very kind and understanding GP

Passive

Neither good nor poor	On time, helpful and efficient nurse.
Neither good nor poor	I've been three times with the same problem, twice to this Doctor Who always seems very confident to know what it is but it still hasn't gone.
Neither good nor poor	It would have been appreciated if you had made clear to us that the appointment was for FARNDON surgery. I had thrown the letter away but had not noticed it was not for MALPAS.
Neither good nor poor	I feel like I was more fobbed off with being told to do exercises with my knee than determining what the actual problem is. I feel that if the doctor thinks an mri scan is necessary then they should be able to refer you rather than having to go see the physio who just gives you some printed paper exercises
Neither good nor poor	Doctor was 30 mins late
Neither good nor poor	Still Long wait for blood test & review from ongoing problems
Neither good nor poor	Follow up to ongoing appointments
Neither good nor poor	GP could only deal with one problem. I shall make another appointment later.
Neither good nor poor	Only one problem could be discussed.
Neither good nor poor	The person who did my annual review was inexperienced and unable to answer several queries, some with reference to medication. I was advised to make appointments with other professionals.

Not Recommended

Poor	I was waiting for an hour and 10 minutes, I was asking about the medication i was given and couldn't really give any answers I was told the pharmacy will tell you
Poor	Doctor did not phone back after I called them
Poor	My appointment was for 15.10. It wasn't until 15.40 when I was called through by the Dr. It seems no matter what time I attend, I'm always seen late.

