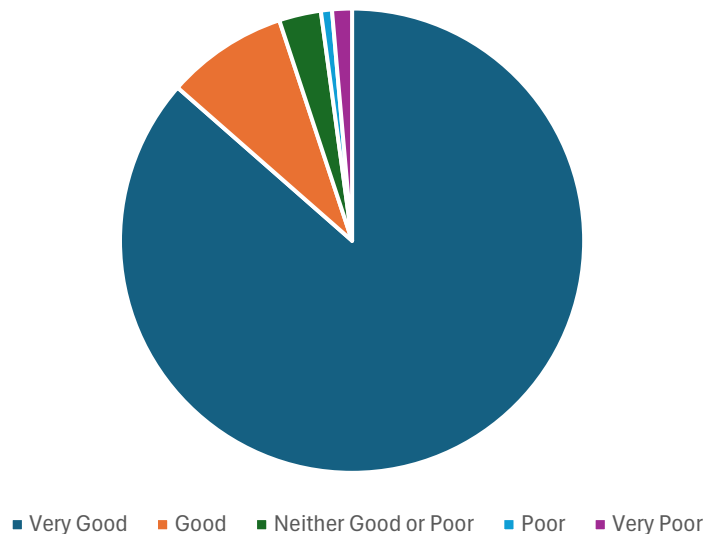


Friends & Family Test, Results January 2026



| ID | DATE | RESPONSE | COMMENT |
|------|------------------|-----------------------|---|
| 1401 | 01/01/2026 09:17 | Very good | Routine blood test Went very smooth and on time |
| 1402 | 01/01/2026 09:30 | Very good | Yes. Everything was explained what was going on. Andrew was brilliant |
| 1403 | 01/01/2026 09:31 | Very good | Seen on time, friendly practitioners 😊 |
| 1404 | 01/01/2026 09:52 | Very good | Appointment on time, friendly staff, |
| 1405 | 01/01/2026 10:01 | Very good | Appointment on time. Nurse lovely. Receptionist very helpful |
| 1406 | 01/01/2026 10:34 | Very good | Very helpful...did tests and changed my inhaler...hopefully will improve my breathing... |
| 1407 | 01/01/2026 10:43 | Very good | I was seen on time. The doctor was very helpful and very pleasant. |
| 1408 | 01/01/2026 11:33 | Very good | |
| 1409 | 01/01/2026 12:08 | Very good | Excellent practice with so many services to access. A great variety of excellent Gp's to choose from. I would and I highly recommended Overwyre medical centre. |
| 1410 | 01/01/2026 12:33 | Poor | You sent us reminders to attend and when we arrived it was cancelled could you not inform us before we start out. |
| 1411 | 01/01/2026 13:19 | Neither good nor poor | I didn't attend due to road works blocking the route, that I wasn't aware of |

| | | | |
|------|------------------|-----------------------|--|
| 1412 | 01/01/2026 17:41 | Very good | Friendly approach, reliable professional observations. |
| 1413 | 01/01/2026 18:20 | Very good | Such friendly staff , really helpful |
| 1414 | 02/01/2026 08:31 | Neither good nor poor | |
| 1415 | 02/01/2026 15:21 | Good | |
| 1416 | 03/01/2026 09:03 | Very good | I got an appointment that suited my symptoms and needs. The GP was thorough, he explained everything well, I got the outcome I expected. |
| 1417 | 03/01/2026 09:34 | Very good | Ease of making the appointment. Explanation of test results excellent. Felt listening to and respected Appointment was on time and conducted with professionalism. I was informed of why the test what it will achieve and how to get the results |
| 1418 | 03/01/2026 09:40 | Very good | |
| 1419 | 03/01/2026 12:19 | Very good | Very professional and reassuring,, and answered all my questions. No problems. |
| 1420 | 03/01/2026 13:59 | Very good | Lovely receptionist and Dawn who took my blood was lovely too. Didn't wait long either. |
| 1421 | 03/01/2026 14:04 | Very good | |
| 1422 | 03/01/2026 14:20 | Very good | On time and pleasant nurse for blood test |
| 1423 | 03/01/2026 14:24 | Good | Seen on time Good communication |
| | | | My appointments were at 14:30 and 14:40 (although I was seen earlier) yesterday 2/1/26. The receptionist for very helpful and friendly. The nurse made me feel at ease and she was very friendly and welcoming. I struggle getting out and mixing as well as keeping appointments. I now feel I can cope with future appointments now because of her. She also went out of her way to question something completely different than what I was there for and I left feeling that someone actually cared for my wellbeing. She is a credit to your surgery. I struggle remembering things and I have forgotten her name but please can you thank her for me. |
| 1424 | 03/01/2026 14:35 | Very good | |
| 1425 | 03/01/2026 14:51 | Very good | I've already submitted one for you. But it was 1st class from start to end. |
| 1426 | 03/01/2026 17:35 | Good | |
| 1427 | 03/01/2026 17:56 | Very good | Staff always professional and friendly |
| 1428 | 03/01/2026 19:48 | Very good | Seen earlier than appointment, very efficient an informative Nurse |
| 1429 | 04/01/2026 07:58 | Very good | |
| 1430 | 04/01/2026 09:36 | Very good | All straightforward and no waiting about |
| 1431 | 04/01/2026 11:32 | Very good | Friendly, professional and on time. Thank you Jackie and Dawn. |
| 1432 | 04/01/2026 13:54 | Very good | |

| | | | |
|------|------------------|-----------|--|
| 1433 | 04/01/2026 13:56 | Very good | Very good Doctor |
| 1434 | 04/01/2026 13:50 | Very good | The GP I saw Dr Jay was very thorough with my examination and listened to my concerns he went through all my test results and explained everything.very polite and helpful would recommend this doctor . |
| 1435 | 04/01/2026 18:52 | Very good | Dr totty was extremely helpful and considerate I felt that I was important |
| 1436 | 05/01/2026 12:04 | Very good | We as the older patients are very well looked after |
| 1437 | 05/01/2026 12:50 | Very good | No waiting and time to talk to me thank you Dr Bolton |
| 1438 | 05/01/2026 15:12 | Very good | |
| 1439 | 05/01/2026 16:56 | Very good | It was a good experience |
| 1440 | 06/01/2026 08:56 | Good | The nurse who attended to me was absolutely lovely. Michelle Curtis. |
| 1441 | 06/01/2026 09:00 | Very good | Quick and effective. |
| 1442 | 06/01/2026 09:07 | Very good | |
| 1443 | 06/01/2026 09:09 | Very good | |
| 1444 | 06/01/2026 09:20 | Very good | |
| 1445 | 06/01/2026 09:35 | Very good | All my questions answered and more |
| 1446 | 06/01/2026 10:01 | Very good | Staff were pleasant and appointment was around time given |
| 1447 | 06/01/2026 10:46 | Very good | After my Hip replacement surgery my 1st appointment at OWMC with Dr Bolton was very reassuring about the swelling I am left with mainly on my operated leg. She has arranged blood test, ECG scan and a repeat appointment with her for the results. I am very happy with her attention to detail |
| 1448 | 06/01/2026 12:03 | Very good | The nurse was lovely and friendly, she answered all my questions and gave me good advice |
| 1449 | 06/01/2026 14:02 | Very good | I have complex health issues and the Medical Centre assists with the help I need |
| 1450 | 06/01/2026 14:12 | Very good | The doctor explained everything clearly and answered all my questions. |
| 1451 | 06/01/2026 14:37 | Very good | Good communication with lots of reminders. Perhaps a reminder on the day of the appointment would help forgetful patients not to miss appointments. It is very annoying for me as a patient to have to wait some days to get an appointment only to be waiting and hear of people not turning up, it must be infuriating for the practice as well. |
| 1452 | 06/01/2026 14:41 | Very good | When booking the appointment to see the Doctor, the receptionist really listened to me. |
| 1453 | 06/01/2026 14:36 | Very good | The nurse who I saw Michelle was very good lovely girl who put me at ease straight away and top marks for the blood tests never felt a thing |

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|------|------------------|-----------------------|--|
| 1454 | 06/01/2026 14:53 | Very good | Was seen quick and Dr understandig |
| 1455 | 06/01/2026 15:01 | Very good | Nothing wrong. |
| 1456 | 06/01/2026 15:02 | Good | Fast service. Overall good experience. |
| 1457 | 06/01/2026 16:52 | Good | I was very happy with the service provided but had to wait a few weeks to see my GP. My appoint was 25 min late I was only having a blood test .You do not put your appointments on the app so I don't see the point in it . |
| 1458 | 06/01/2026 21:37 | Neither good nor poor | |
| 1459 | 07/01/2026 08:50 | Very good | I felt everything was very smooth got in on my appointment time..Doctor was very good |
| 1460 | 07/01/2026 09:04 | Very good | On time and very efficient nurse |
| 1461 | 07/01/2026 09:14 | Very good | Appointment on time, nurse professional and courteous and receptionist helpful |
| 1462 | 07/01/2026 09:16 | Very good | |
| 1463 | 07/01/2026 09:20 | Very good | The receptionist was very helpful and I was seen by the lovely Dawn on time |
| 1464 | 07/01/2026 09:40 | Very good | Appointment on time and efficient |
| 1465 | 07/01/2026 10:29 | Good | |
| 1466 | 07/01/2026 10:29 | Very good | Got seen quite soon and well |
| 1467 | 07/01/2026 10:31 | Very good | |
| 1468 | 07/01/2026 10:38 | Very good | Blood test only.... |
| 1469 | 07/01/2026 10:42 | Very good | Was only for a flu jab but I was straight in and out within 10 minutes of arrival |
| 1470 | 07/01/2026 11:07 | Very good | Everything went really well from our booking in , the appointment itself to coming out. |
| 1471 | 07/01/2026 11:15 | Very good | Excellent service from health assissant |
| 1472 | 07/01/2026 11:44 | Very good | Dr Bolton is excellent |
| 1473 | 07/01/2026 11:53 | Very good | Very efficient service |
| 1474 | 07/01/2026 12:17 | Very poor | When arrived they did not no why i was there could not do a diabetic review The appt request came through by text. I was able to choose a convenient date, time and gp of choice. Dr Totty was incredibly kind and explained my test results in full and gave me an opportunity to ask any questions. |
| 1475 | 07/01/2026 13:21 | Very good | |
| 1476 | 07/01/2026 13:33 | Very good | DOCTOR TOTTY & SARAH HAVE DONE WONDERS FOR ME AND I WILL BE FOREVER GRATEFUL. |
| 1477 | 07/01/2026 14:02 | Good | Nurse very nice. |
| 1478 | 07/01/2026 14:23 | Very poor | |
| 1479 | 07/01/2026 14:41 | Very good | ,Sarah was efficient she.answered my queries efficiently and responded Got an appointment easily. Doctors appointment on time. Dr. Simpson easy to talk to. Good from start to the end. on time. |
| 1480 | 07/01/2026 14:58 | Very good | |

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|------|------------------|-----------------------|--|
| 1481 | 07/01/2026 15:02 | Very good | All good |
| 1482 | 07/01/2026 15:07 | Good | Booked in early but still had to wait 10 minutes after my appointment time before I was called in. |
| 1483 | 07/01/2026 15:13 | Very good | Very nice staff and helpful |
| 1484 | 07/01/2026 15:32 | Good | Lovely dr that I saw on my last 2 visits |
| 1485 | 07/01/2026 15:32 | Very good | Always very friendly helpful staff made to feel welcome on arrival excellent service all round |
| 1486 | 07/01/2026 15:48 | Very good | Because it was as usual. |
| 1487 | 07/01/2026 15:58 | Very good | Good response. Present doctors |
| 1488 | 07/01/2026 16:14 | Very good | |
| 1489 | 07/01/2026 16:52 | Very good | Appointment on time and nurse very professional |
| 1490 | 07/01/2026 16:58 | Very good | |
| 1491 | 07/01/2026 17:11 | Good | Try to stick to appointment times The appointment was a little delayed, but there is plenty of space to wait comfortably. The nurse practitioner Lynne is always friendly and helpful. Great service as always. |
| 1492 | 07/01/2026 17:20 | Very good | |
| 1493 | 07/01/2026 17:21 | Neither good nor poor | Not much information given to me but staff were professional |
| 1494 | 07/01/2026 18:46 | Very good | Easy to talk to. Knowledgeable. Friendly |
| 1495 | 07/01/2026 19:23 | Very good | Very efficient and like how they message you a reminder about your appointment |
| 1496 | 07/01/2026 22:13 | Good | Need to turn the system up that pings your name up as it's quiet |
| 1497 | 08/01/2026 08:26 | Very good | Helpful reception staff, clinical staff member very considerate in dealing with me. |
| 1498 | 08/01/2026 08:44 | Very good | The appointment was on time and the nurse was very informative |
| 1499 | 08/01/2026 08:57 | Very good | |
| 1500 | 08/01/2026 09:03 | Very good | Nurse I saw was excellent - listened to my questions and answers and had time for me |
| 1501 | 08/01/2026 09:30 | Very good | Very polite and understanding doctor |
| 1502 | 08/01/2026 10:18 | Very good | Nurse very caring and understanding when trying to do blood test. |
| 1503 | 08/01/2026 10:41 | Very good | |
| 1504 | 08/01/2026 10:54 | Very good | Was seen on time, hopefully my meds will do the trick, great to be able to pick up my prescription from the practice and the Doctor was very friendly and informative |
| 1505 | 08/01/2026 10:57 | Very good | Virtually on time. Courteous and helpful nurse. Easy to login for appointment. Like the new screens showing appointments, as clear and precise. |

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| 1506 | 08/01/2026 11:55 | Very good | Dr listened to me this time, checked previous results and reacted in a way that I felt was a positive start to getting some answers, to how I have been feeling. |
| 1507 | 08/01/2026 12:05 | Very good | Was seen on time, Dr Biden examined me and was kindness itself. |
| 1508 | 08/01/2026 12:10 | Very good | Michelle Curtis is a fantastic nurse and always has time for everybody |
| 1509 | 08/01/2026 12:47 | Very good | Very helpful and pleasant |
| 1510 | 08/01/2026 12:55 | Very good | Always professional and on time |
| 1511 | 08/01/2026 13:21 | Very good | GOOD SERVICE. All staff extremely helpful, practice nurse and doctor I had dealings with , were pleasant, polite and professional. |
| 1512 | 08/01/2026 13:51 | Very good | |
| 1513 | 08/01/2026 14:16 | Very good | |
| 1514 | 08/01/2026 14:20 | Very good | |
| 1515 | 08/01/2026 14:33 | Very good | Seen on time very helpful staff |
| 1516 | 08/01/2026 14:36 | Very good | Appointment on scheduled time |
| 1517 | 08/01/2026 14:45 | Very good | The nurse was attentive and professional |
| 1518 | 08/01/2026 15:37 | Very good | Always good |
| 1519 | 08/01/2026 15:35 | Very good | Appointment on time, staff very informative, excellent service |
| 1520 | 08/01/2026 15:55 | Very good | In on time, friendly, helpful nurse |
| 1521 | 08/01/2026 17:17 | Very good | Seen on time, excellant service. Nurse very professional. |
| 1522 | 08/01/2026 18:25 | Very good | Friendly and efficient staff. A pleasure to deal with especially the person who took my blood. There is nothing you could improve in. The surgery is amazingly well run at every level |
| 1523 | 08/01/2026 19:56 | Neither good nor poor | While contact with medical personnel has been very good, the IT interaction has been poor, for example, MyGP app is awful. Rarely has it been possible to book a future appointment & when I do have an appointment booked it mostly does not show on the app. |
| 1524 | 08/01/2026 22:22 | Very good | The nurse I saw was very pleasant and kind. Didn't feel a thing when she took blood sample. She made me feel relaxed and the appointment was not rushed. |
| 1525 | 08/01/2026 23:20 | Very good | I had a very enjoyable and productive appointment with Julie Derbyshire and enjoyed our meeting very much. |
| 1526 | 09/01/2026 07:58 | Very good | On time and Lynn was very friendly and professional |

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|------|------------------|-----------|---|
| 1527 | 09/01/2026 09:02 | Very good | Julie gave me time to talk and was a good listener. Very understanding and showed empathy Received a suitable appointment within a few days, was seen on time and very satisfied with my diagnosis and was treated with respect from the doctor. |
| 1528 | 09/01/2026 09:28 | Very good | |
| 1529 | 09/01/2026 09:46 | Very good | |
| 1530 | 09/01/2026 09:52 | Very good | Quickly seen and staff polite |
| 1531 | 09/01/2026 09:56 | Very good | Prompt and caring |
| 1532 | 09/01/2026 10:03 | Very good | Everyone is very friendly and helpful and I like that we are offered preventative tests |
| 1533 | 09/01/2026 11:11 | Very good | Always pleasant staff and my appointment was only a couple of minutes late 👍 |
| 1534 | 09/01/2026 11:21 | Very good | You could tell me which room I needed to attend. Sam is a very kind person and very helpful. Professionalism and caring approach of Dr Lana. Reminder: the NHS app here is still not fit for purpose as Doctor's notes and x-ray results are no longer given (since early October). |
| 1535 | 09/01/2026 11:46 | Very good | |
| 1536 | 09/01/2026 13:05 | Very good | Really helpful appointment with Julie. Felt at ease as she was very understanding. Was given a healthy eating plan and a referral to a gym. Felt very positive after speaking to Julie. Easy booking in I was notified the nurse would be 5 minutes late Sarah was very professional whilst being understanding a really good visit. |
| 1537 | 09/01/2026 13:59 | Very good | |
| 1538 | 09/01/2026 14:27 | Very good | |
| 1539 | 09/01/2026 15:02 | Very good | From initial consultant to xray then treatment was very quick despite the Christmas and New Year period. Thank you so much. |
| 1540 | 09/01/2026 15:04 | Good | Hopefully what as been put in place looking forward to positive results in the coming weeks |
| 1541 | 09/01/2026 16:38 | Very good | Great service by all |
| 1542 | 09/01/2026 19:13 | Good | Friendly nurse -appointment on time-no complaints at all |
| 1543 | 09/01/2026 20:47 | Very good | I get first class service very time i go |
| 1544 | 10/01/2026 09:03 | Very good | Appointment went well |
| 1545 | 10/01/2026 09:24 | Very good | |
| 1546 | 10/01/2026 09:30 | Very good | On time appointment Sam super professional all round great experience |
| 1547 | 10/01/2026 09:51 | Very good | |
| 1548 | 10/01/2026 10:48 | Very good | |

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|------|------------------|-----------|---|
| 1549 | 10/01/2026 11:02 | Very poor | I was listened to and helped with all my concerns Staff are fantastic and really dont get enough credit. Its become such a busy practice and I have often seen them dealing wuth hostiloty dur to waits and appointment avaiiability. The medical team are very knowledgable and listen, they dont dismiss your claims and have empathy. The reception team have the patience of saints dealing with the attitudes they deal with and will always do their best to help. |
| 1550 | 10/01/2026 11:28 | Very good | |
| 1551 | 10/01/2026 13:06 | Very good | GP was excellent |
| 1552 | 10/01/2026 14:01 | Very good | Prompt Patient and Pleasant always a pleasure visiting |
| 1553 | 10/01/2026 14:18 | Very good | Everyone I have had dealings with are so helpful Owmc is always a pleasure to visit. The nurses and doctors are very keen to make your visit as pleasant as possible. |
| 1554 | 10/01/2026 14:25 | Very good | |
| 1555 | 10/01/2026 14:31 | Very good | Appointment was on time. Dr was thorough and listened to my concerns . |
| 1556 | 10/01/2026 15:30 | Very good | Warm friendly surgery, very caring and thorough treatment. |
| 1557 | 10/01/2026 16:00 | Very good | No wait to self book in. Short wait to see gp. |
| 1558 | 10/01/2026 16:09 | Very good | |
| 1559 | 10/01/2026 16:08 | Very good | For me nothing |
| 1560 | 10/01/2026 17:04 | Very good | Filled all my requirements,and ontime |
| 1561 | 10/01/2026 18:42 | Very good | The quickest I've been, in and out in 15 minutes |
| 1562 | 10/01/2026 21:33 | Very good | The nurse I saw was very professional and put me at ease. |
| 1563 | 11/01/2026 05:37 | Very good | Very efficient lovely staff gave explanations and information in an easy to understand way |
| 1564 | 11/01/2026 08:54 | Very good | Willing to listen and gave constructive ideas I was seen more or less on time everything was explained to me and I was offered a follow up in 3 months time |
| 1565 | 11/01/2026 10:45 | Very good | |
| 1566 | 11/01/2026 14:03 | Very good | On time, met need |
| 1567 | 11/01/2026 16:01 | Very good | |
| 1568 | 11/01/2026 21:50 | Very good | Very helpful and imformative and didn't rush me when discussing my diabetes thank you |
| 1569 | 12/01/2026 09:56 | Very good | Did what I needed |
| 1570 | 12/01/2026 19:43 | Very poor | Morning telephone manner sharp and rude The professionalism of the staff, their care and friendliness make a visit a good experience. No negatives. Thank you. |
| 1571 | 12/01/2026 21:47 | Very good | |
| 1572 | 13/01/2026 08:47 | Very good | Always helpful and polite staff |

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|------|------------------|-----------|---|
| 1573 | 13/01/2026 09:02 | Very good | Everything explained. Talented lady. |
| 1574 | 13/01/2026 09:20 | Very good | Seen quickly again |
| 1575 | 13/01/2026 09:39 | Very good | |
| 1576 | 13/01/2026 09:49 | Very good | Pleasant friendly experience |
| 1577 | 13/01/2026 10:01 | Very good | The nurse I saw was brilliant very easy to talk to. I'm very willing to listen. |
| 1578 | 13/01/2026 10:34 | Very good | Excellent staff and brilliant bedside manners. |
| 1579 | 13/01/2026 10:51 | Very good | Always exemplary service |
| 1580 | 13/01/2026 11:00 | Good | Lady on reception was not up to speed and sent me to the wrong waiting room |
| 1581 | 13/01/2026 11:01 | Very good | Friendly professional service |
| 1582 | 13/01/2026 11:10 | Good | |
| 1583 | 13/01/2026 12:33 | Very good | Efficient and friendly staff. Warm and welcoming atmosphere. |
| 1584 | 13/01/2026 14:10 | Good | Auto check -in stated that the GP was running to time but I was only called to the room 10 mins after my appointment time. |
| 1585 | 13/01/2026 14:32 | Very good | |
| 1586 | 13/01/2026 14:46 | Very good | Very informative and helpful staff |
| 1587 | 13/01/2026 14:49 | Very good | |
| 1588 | 13/01/2026 15:04 | Very good | I was very happy with the treatment,so nothing else to add |
| 1589 | 13/01/2026 15:12 | Very good | Ahead of time and very thorough |
| 1590 | 13/01/2026 16:06 | Very good | First class after care |
| 1591 | 13/01/2026 16:31 | Good | Always room for improvement |
| 1592 | 13/01/2026 17:11 | Very good | Nicole was very friendly and helpful |
| 1593 | 13/01/2026 17:30 | Very good | |
| 1594 | 13/01/2026 19:38 | Very good | Sarah Crosby is an absolute credit to the surgery and NHS |
| 1595 | 13/01/2026 20:09 | Very good | Sister Sarah Crosbie is a tremendous asset to the medical centre. Pleasant. Efficient and always displays time for you. She listens and fully explains everything. I look forward to appointments with her. |
| 1596 | 13/01/2026 20:45 | Very good | |
| 1597 | 13/01/2026 21:23 | Very good | |
| 1598 | 14/01/2026 08:20 | Very good | The nurse who did my blood was great as is all your staffing |
| 1599 | 14/01/2026 08:31 | Very good | |
| 1600 | 14/01/2026 08:47 | Very good | On time, friendly kind nurse, thank you |

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|------|------------------|-----------|---|
| 1601 | 14/01/2026 09:04 | Very good | |
| 1602 | 14/01/2026 09:12 | Very good | Quick good service |
| 1603 | 14/01/2026 09:40 | Very good | Short waiting time. Friendly and efficient nurse. |
| 1604 | 14/01/2026 09:41 | Very good | Nothing ..running on time, helpful advice and immediate prescription dispense |
| 1605 | 14/01/2026 09:55 | Very good | Couldn't fault it. As good as always |
| 1606 | 14/01/2026 10:01 | Very good | Seen promptly and professional service by Nurse |
| 1607 | 14/01/2026 10:02 | Very good | |
| 1608 | 14/01/2026 10:30 | Very good | Very efficient |
| 1609 | 14/01/2026 10:33 | Good | |
| 1610 | 14/01/2026 10:30 | Very good | The Doctor was on time and had read my notes. The process was completed and an ECG arranged for the following day. Perfect |
| 1611 | 14/01/2026 11:02 | Very good | Good comms |
| 1612 | 14/01/2026 11:21 | Very good | Angela the ANP was fantastic with my daughter and really put our minds at ease |
| 1613 | 14/01/2026 11:21 | Very good | Angela the ANP was fantastic with my daughter and really put our minds at ease |
| 1614 | 14/01/2026 11:28 | Very good | |
| 1615 | 14/01/2026 11:43 | Very good | Seen on time and doctor very good |
| 1616 | 14/01/2026 11:51 | Very good | Most I know by name a d they know me as been going there for over 25 years. They work extremely hard to deliver a service above and beyond others |
| 1617 | 14/01/2026 12:18 | Very good | Ten minutes earlier than appointment time brilliant nurse and very caring |
| 1618 | 14/01/2026 12:38 | Very good | Meet all my needs very friendly and kind |
| 1619 | 14/01/2026 13:23 | Very good | Short wait time, nurse very good. |
| 1620 | 14/01/2026 13:31 | Very good | |
| 1621 | 14/01/2026 13:47 | Very good | Short wait, polite and professional consultancy |
| 1622 | 14/01/2026 14:03 | Very good | Professional yet friendly. Willing to listen to patient. |
| 1623 | 14/01/2026 14:27 | Very good | Straight forward and appointment was on time thank you |
| 1624 | 14/01/2026 14:30 | Very good | As expected |
| 1625 | 14/01/2026 14:52 | Very good | Welcoming, professional and happy to explain anything I asked. |

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| | | | The text I received to book the appointment just said I was due a health check, when I arrived I was asked if I had brought a urine sample, from the text message I did not know that I needed to. Also the initial appointment was a blood test, that wasn't clear from the text. Maybe the invite could say blood test and urine sample so I know what to expect. Thank you. |
| 1626 | 14/01/2026 15:16 | Good | |
| 1627 | 14/01/2026 15:22 | Very good | |
| 1628 | 14/01/2026 15:50 | Very good | Dr Totty always excellent 😊 |
| 1629 | 14/01/2026 15:59 | Very good | There were some of the care staff (not mine) that were obviously disturbed with others "popping in for a chat" in between appointments potentially adding to their delayed start times |
| 1630 | 14/01/2026 16:10 | Very good | Lovely friendly staff, my problem was dealt with quickly and efficiently. |
| 1631 | 14/01/2026 16:33 | Very good | The doctor was very nice, caring and au fait with my recent medical history. Dr Aranze is another credit to the surgery and we hope he will return on a permanent basis. Q |
| 1632 | 14/01/2026 17:01 | Very good | Every time I visit OWMC I'm impressed by how polite, pleasant, friendly and professional all the staff are. Any issues, I've had in the past have always been dealt with in such a manner. It's reassuring to be in such capable and caring hands. All staff are a credit to the NHS. |
| 1633 | 14/01/2026 17:12 | Very good | Excellent treatment |
| 1634 | 14/01/2026 17:24 | Very good | Fabulous consultation thank you |
| 1635 | 14/01/2026 18:06 | Very good | Seen on time dealt with efficiently and kindly |
| 1636 | 14/01/2026 18:56 | Very good | Staff are always friendly and professional. Think you all do a marvellous job |
| 1637 | 14/01/2026 19:13 | Very good | I was fortunate to get a same day appointment |
| 1638 | 14/01/2026 19:31 | Very good | Like people should be |
| 1639 | 15/01/2026 02:26 | Very good | Michelle is excellent at her job. Friendly, efficient and professional. Her experience enabled her to obtain blood from my reluctant veins. The thing that can improve this experience is to change the format so I can see what I have typed in. Predictive spelling can change the context of comments. Thank you for asking though. |
| 1640 | 15/01/2026 08:32 | Very good | Booked in for gp appt by nurse as she saw the relevance of an appt ASAP and it was |
| 1641 | 15/01/2026 08:34 | Very good | Nurse was very friendly, didn't feel rushed took time to explain everything to me |
| 1642 | 15/01/2026 08:42 | Very good | On time and helpful service |

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| 1643 | 15/01/2026 08:57 | Very good | Cannot thank Dr Holmes enough for the given me the chance to get a second opinion about my illness, in soing so it was found that I had prostate cancer, this led to me getting treated early and my PSI is now zero, also,he is always very considerate when dealing with any illness you may have, he is an excellent Doctor. |
| 1644 | 15/01/2026 09:06 | Very good | Punctual and a professional attitude with janet |
| 1645 | 15/01/2026 09:31 | Very good | Appointment was on time and friendly service |
| 1646 | 15/01/2026 09:59 | Very good | Straight forward from entering with the touch screen to been seen. If i was unsure there are reception staff on the front desks |
| 1647 | 15/01/2026 10:26 | Very good | On time, straight forward |
| 1648 | 15/01/2026 10:27 | Good | Nothing |
| 1649 | 15/01/2026 10:41 | Very good | Always an exelent service |
| 1650 | 15/01/2026 10:52 | Very good | Doctor was great, told me exactly how it is...professional. Nurse again, polite and friendly! Definitely the best practice in England! |
| 1651 | 15/01/2026 10:56 | Good | The receptionist was not very helpful which most of them are. |
| 1652 | 15/01/2026 11:08 | Very good | Quick to see us so made big change to normal. Very prompt. |
| 1653 | 15/01/2026 11:10 | Very good | Very prompt and quick. |
| 1654 | 15/01/2026 12:53 | Very good | Felt very at ease with my doctor she cared and I felt very well looked after. |
| 1655 | 15/01/2026 14:02 | Very good | |
| 1656 | 15/01/2026 15:11 | Very good | I was seen promptly and the Dr listened carefully to my concerns. I was given a clear plan of action and advice with which the Dr made sure I understood. Although the appointment was within ten minutes I was confident that the Dr had been thorough and any concerns were addressed. |
| 1657 | 15/01/2026 15:29 | Good | |
| 1658 | 15/01/2026 15:30 | Good | Went smoothly |
| 1659 | 15/01/2026 15:51 | Very good | Dr bryden listened my problems and helped me My only complaint is I rang dead on 8.00 am. For appt only to be told there were 30 in the queue how is this possible |
| 1660 | 15/01/2026 16:00 | Good | Punctual on time |
| 1661 | 15/01/2026 16:03 | Very good | Lovely staff |
| 1662 | 15/01/2026 16:02 | Very good | Took blood sample without leaving a bruise. Bedside manner, so to speak, caring and kind and even humoured my bad jokes. 😊 |
| 1663 | 15/01/2026 16:08 | Very good | Quick and efficient. Nurse was friendly and helpful |

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| 1664 | 15/01/2026 16:26 | Very good | I saw Dr Simpson who my appointment was for. It was a follow up from last year and it went well. I had to put my prescription she gave me in the box as there was a few people round the counter and we would have missed the bus if we had waited. |
| 1665 | 15/01/2026 17:00 | Very good | Easy to book, friendly and professional staff |
| 1666 | 15/01/2026 18:46 | Very good | Very satisfied |
| 1667 | 15/01/2026 19:08 | Good | Professional treatment by Nurse practitioner. |
| 1668 | 15/01/2026 19:10 | Very good | I was treated with total respect and the advice and support was great. |
| 1669 | 15/01/2026 19:09 | Very good | Janet the nurse, made me feel great and it cost nothing to be pleasant. Came out feeling on top form. |
| 1670 | 16/01/2026 08:35 | Very good | Saw Dr Lay and as always was very kind and explained things we didn't understand. |
| 1671 | 16/01/2026 08:38 | Very good | |
| 1672 | 16/01/2026 08:53 | Very good | Seen within minutes and nurse very kind and nice |
| 1673 | 16/01/2026 09:15 | Neither good nor poor | |
| 1674 | 16/01/2026 09:31 | Neither good nor poor | This visit was good, but have had multiple significant issues previously e.g. major data breach and staff hostility. |
| 1675 | 16/01/2026 09:59 | Very good | Very helpful |
| 1676 | 16/01/2026 10:22 | Very good | The young lady who dealt with me was very efficient & pleasant |
| 1677 | 16/01/2026 10:34 | Very good | Lyndsey was very caring and helpful |
| 1678 | 16/01/2026 10:50 | Very good | Took time to explain what I needed to know |
| 1679 | 16/01/2026 11:59 | Very good | Yearly procedure, very pleased with the appointment time and was seen on time |
| 1680 | 16/01/2026 12:27 | Very good | No problems at any time |
| 1681 | 16/01/2026 13:06 | Very good | All explained what was being done. |
| 1682 | 16/01/2026 13:32 | Very good | We saw Dr Lay. He is very kind and explained everything we needed to know. |
| 1683 | 16/01/2026 15:14 | Very good | Didn't wait long at all. The nurse practitioner was lovely. |
| 1684 | 16/01/2026 15:47 | Very good | Always polite and organised |
| 1685 | 16/01/2026 16:17 | Good | |
| 1686 | 16/01/2026 17:01 | Very good | |
| 1687 | 16/01/2026 17:06 | Very good | Da Dawn was very pleasant and efficient. She explained what was going to happen and asked if I was OK with it |
| 1688 | 16/01/2026 17:07 | Very good | |
| 1689 | 16/01/2026 17:30 | Very good | Answered questions well |

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| 1690 | 16/01/2026 18:13 | Neither good nor poor | We had to push to see a doctor despite the previous day being informed to ring up to see a Dr as Dr Holmes duty Dr couldn't issue prescription for meds without me being seen |
| 1691 | 16/01/2026 18:25 | Very good | Receptionist very friendly and didn't wait long before going in to see the nurse who was also lovely 😊 |
| 1692 | 16/01/2026 18:28 | Very good | |
| 1693 | 16/01/2026 18:33 | Very good | On time , professional, very pleasant. Perhaps more clarity on follow up. |
| 1694 | 16/01/2026 18:51 | Very good | GP has time and patience explain everything in detail always ask if I am happy with the outcome |
| 1695 | 16/01/2026 21:03 | Very good | |
| 1696 | 16/01/2026 21:18 | Very good | Arrived 5 minutes before my appointment only just sat down when my name was called to see the doctor dr explained everything clearly |
| 1697 | 17/01/2026 08:49 | Very good | No complaints, simple as that. |
| 1698 | 17/01/2026 08:57 | Very good | Lovely friendly professional who was informative and helpful |
| 1699 | 17/01/2026 09:02 | Very good | Very professional, very polite and good service, also very helpful |
| 1700 | 17/01/2026 09:21 | Very good | Appointment on time and advice given was good. |
| 1701 | 17/01/2026 10:21 | Very good | Very efficient service |
| 1702 | 17/01/2026 10:35 | Very good | Took the time to listen made me feel a lot better thanks |
| 1703 | 17/01/2026 10:42 | Very good | No waiting. Dr very friendly. |
| 1704 | 17/01/2026 12:49 | Very good | |
| 1705 | 17/01/2026 13:31 | Very good | Hardly any wait for my blood test. Good experience |
| 1706 | 17/01/2026 13:41 | Very good | The staff |
| 1707 | 17/01/2026 13:43 | Very good | Always a good service, thanks |
| 1708 | 17/01/2026 14:10 | Very good | On time and GP whom I hadn't seen before was welcoming and informative regarding the reason I hadn't asked for an appointment. I have discussed his advice with my Son and Daughter, and as I have in the past attended Pain Management, etc with no success I feel this suggestion is not for me now or in the future....but thankyou for your time |
| 1709 | 17/01/2026 14:41 | Very good | Nurses attitude and professional knowledge. |
| 1710 | 17/01/2026 14:56 | Very good | On time, lovely lady and informative |
| 1711 | 17/01/2026 15:04 | Very good | Professional and polite |
| 1712 | 17/01/2026 15:02 | Very good | Appointment on time. Clear guidance by system when appointment ready. Excellent GP consultation by Dr Jay. |

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| 1713 | 17/01/2026 15:37 | Very good | A very lovely doctor that took his time to explain everything |
| 1714 | 17/01/2026 15:47 | Very good | The receptionist was friendly and the Dr Totty was friendly and explained everything. I did not feel rushed. The premises were clean. |
| 1715 | 17/01/2026 15:53 | Very good | First class diabetes management |
| 1716 | 17/01/2026 15:56 | Very good | Never have a problem with the service |
| 1717 | 17/01/2026 16:12 | Very good | Very caring and understanding, explained things clearly |
| 1718 | 17/01/2026 16:23 | Good | Running ten minutes late but doctor was very helpful and knowledgeable |
| 1719 | 17/01/2026 16:56 | Very good | The nurse was very pleasant as well as being informative about my treatment. |
| 1720 | 17/01/2026 18:26 | Very good | Nurse I saw was very pleasant and informative |
| 1721 | 17/01/2026 18:30 | Very good | Very thorough explanation of how to use the insulin injections |
| 1722 | 17/01/2026 19:38 | Very good | Issue being acted on. Felt listened to and appointment not rushed. |
| 1723 | 18/01/2026 07:51 | Very good | All was good no issues |
| 1724 | 18/01/2026 08:01 | Very good | ATM I'm very satisfied because I get to see Dr Bolton Who knows my history |
| 1725 | 18/01/2026 09:48 | Very good | I didn't have long to wait before seeing the doctor who was very kind and understanding and helped me with my concerns. |
| 1726 | 18/01/2026 10:35 | Very good | |
| 1727 | 18/01/2026 11:45 | Very good | Gave me some useful information |
| 1728 | 18/01/2026 12:12 | Neither good nor poor | Betty Hudson is on the special care list - her tablets overdue - need to be regular delivery every 4 weeks |
| 1729 | 18/01/2026 09:57 | Neither good nor poor | 8 o'clock appointment rush, unable to book an appointment online, can't get to see the same GP more than once |
| 1730 | 18/01/2026 14:51 | Very good | Very efficient |
| 1731 | 18/01/2026 15:16 | Very good | Nearly on time appointment, excellent |
| 1732 | 18/01/2026 16:03 | Very good | Very quickly seen, the nurse was very polite and pleasant |
| 1733 | 18/01/2026 16:40 | Good | |
| 1734 | 18/01/2026 17:40 | Very good | |
| 1735 | 18/01/2026 18:16 | Very good | Excellent |
| 1736 | 18/01/2026 19:14 | Very good | On time and painless |
| 1737 | 18/01/2026 19:59 | Very good | Nurse Dawn was very pleasant and patient |
| 1738 | 18/01/2026 22:35 | Very good | Managed to get into NHS website after so long. Thanks |
| 1739 | 19/01/2026 03:08 | Good | |

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| 1740 | 19/01/2026 10:05 | Good | I felt listened to |
| 1741 | 19/01/2026 11:18 | Good | I felt like the GP listened and took action |
| 1742 | 19/01/2026 13:42 | Very good | |
| 1743 | 19/01/2026 21:11 | Very good | |
| 1744 | 20/01/2026 07:14 | Very good | Michelle was very helpful and professional |
| 1745 | 20/01/2026 09:04 | Very good | Made to feel welcome |
| 1746 | 20/01/2026 09:07 | Very good | Very efficient & informative |
| 1747 | 20/01/2026 09:11 | Very good | On time prompt and courteous |
| 1748 | 20/01/2026 09:25 | Good | The waiting room 1 was full to bursting .I came for a routine blood test and had to sit among people coughing and sniffing which is not acceptable |
| 1749 | 20/01/2026 09:34 | Very good | |
| 1750 | 20/01/2026 09:51 | Very good | The reception staff are always helpful. Appointments are usually on time. My GP Dr Hopkins, is extremely helpful, always listens to you, and I feel very confident in her advice. |
| 1751 | 20/01/2026 10:01 | Very good | |
| 1752 | 20/01/2026 10:02 | Very good | Felt looked after. |
| 1753 | 20/01/2026 09:51 | Good | A text reminder as I arrived at the surgery showed the wrong appointment time, I have several texts and a letter showing the original appointment. I self checked in 8 minutes early. This needs looking at. Your statistics for patients arriving late for appointments and maybe not getting seen will be affected by this. Also the temperature of the building was very warm. In the treatment room the nurse had the large window open, and the room was still very hot. Turning the heating down a few degrees will save a fortune in heating bills. The nurse was lovely and efficient. |
| 1754 | 20/01/2026 10:18 | Very good | Seen on time within 5 mins, everything explained so I could understand. |
| 1755 | 20/01/2026 10:50 | Very good | Nothing |
| 1756 | 20/01/2026 11:11 | Very good | Professional and polite |
| 1757 | 20/01/2026 11:32 | Very good | Nurse was very helpful and gave me 5 days supply of tablets. |
| 1758 | 20/01/2026 12:01 | Very good | Only lived in knott end for two and years and the service I've had is second to none so thank you owmc |
| 1759 | 20/01/2026 13:50 | Neither good nor poor | I missed my appointment |
| 1760 | 20/01/2026 14:42 | Very good | Nothing more.you were great |

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| 1761 | 20/01/2026 14:46 | Poor | Dr was behind time and rushed through my appointment |
| 1762 | 20/01/2026 14:54 | Very good | The visit to see Dr Bolton was on time and very satisfied with how my consultation was carried out and the fact that the next step in my treatment was already arranged |
| 1763 | 20/01/2026 15:11 | Very good | Dr Hopkins was very professional and explained everything very clearly to me |
| 1764 | 20/01/2026 15:15 | Very good | I always receive great care |
| 1765 | 20/01/2026 17:56 | Very good | Appointment on time & nurse very good at taking blood. |
| 1766 | 20/01/2026 19:14 | Very good | Appointment a little late but worth waiting for, |
| 1767 | 20/01/2026 22:27 | Very good | Cannot fault the practice. The only complaint is the length of time to see anyone |
| 1768 | 20/01/2026 22:59 | Very good | |
| 1769 | 21/01/2026 08:31 | Very good | Because I missed my appointment and they gave me another appointment on the same day which was really good of them |
| 1770 | 21/01/2026 09:29 | Very good | The nurse listened to me and explained everything even making an appointment with another practitioner for my needs sending me a link with information on me going forward and I appreciate that |
| 1771 | 21/01/2026 09:37 | Good | On time |
| 1772 | 21/01/2026 09:43 | Very good | Always greeted with a smile and true empathy and made to feel like I really matter. All staff are amazing from reception to doctors. And nurses and care assistants to the pharmacy. Thank you for everything you do and have done for me xx |
| 1773 | 21/01/2026 10:12 | Very good | Could not speak highly enough of the service that I have received from the medical center and its staff |
| 1774 | 21/01/2026 10:24 | Very good | Really easy to sort my psa blood test out. Quick process |
| 1775 | 21/01/2026 11:02 | Very poor | My appointment was cancelled for the second time and I can't see the doctor now until the 3rd February |
| 1776 | 21/01/2026 11:06 | Very good | Very good Doctor was running slightly late but that's not a problem to me |
| 1777 | 21/01/2026 11:19 | Very good | Listened to |
| 1778 | 21/01/2026 11:17 | Very good | On time, nurse very good, thorough and pleasant |
| 1779 | 21/01/2026 12:30 | Very good | The doctor (Susan) was very thorough and listened to my concerns and has acted on them to form a diagnosis. |
| 1780 | 21/01/2026 12:45 | Good | Everything is ok |
| 1781 | 21/01/2026 14:22 | Very good | The Dr was very nice and thorough. |

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| 1782 | 21/01/2026 14:41 | Very good | Blood test nurse very gentle didn't feel a thing and she explained what the test was looking for |
| 1783 | 21/01/2026 15:02 | Very poor | |
| 1784 | 21/01/2026 15:35 | Very good | Great care. |
| 1785 | 21/01/2026 15:42 | Very good | I was well recieved |
| 1786 | 21/01/2026 15:42 | Very good | I went to see the nurse for my results of tests I'd had . She was very nice and explained the results to me which were all good. |
| 1787 | 21/01/2026 16:06 | Very good | Great service.Staff really helpful. App before time. Doctor gave me lots of information. |
| 1788 | 21/01/2026 16:12 | Very good | |
| 1789 | 21/01/2026 16:05 | Very good | Today I found it really pleasant,the receptionist smiled at me and talk to me in a very pleasant way and the lady Sarah was amazing she has really helped me with my demons,hope next visit is as nice and warming as this one was . Thank you so much MR DM ANDERS . |
| 1790 | 21/01/2026 16:12 | Very good | As allway when I have my bloods taken, Michelle is nice and friendly which helps you relax Having had recent health problems , the Doctors were really nice and made sure I had tests done quickly at the hospital. Thank you |
| 1791 | 21/01/2026 14:33 | Very good | |
| 1792 | 21/01/2026 21:11 | Very good | Emma was very knowledgeable & though. She showed a caring nature &. Professional |
| 1793 | 21/01/2026 21:38 | Very good | Always friendly & helpful |
| 1794 | 22/01/2026 06:36 | Very good | The doctor was helpful and had a good manner |
| 1795 | 22/01/2026 07:12 | Very good | |
| 1796 | 22/01/2026 08:28 | Very good | |
| 1797 | 22/01/2026 09:52 | Very good | Excellent in every way. |
| 1798 | 22/01/2026 09:58 | Very good | It isn't stressful attending appointments at the medical centre |
| 1799 | 22/01/2026 10:13 | Very good | Excellent staff |
| 1800 | 22/01/2026 10:16 | Poor | Got my name wrong! |
| 1801 | 22/01/2026 10:27 | Good | Had to wait 25 min but staff were great |
| 1802 | 22/01/2026 10:34 | Very good | Everything was efficiently carried out |
| 1803 | 22/01/2026 10:42 | Very good | Great pkace |
| 1804 | 22/01/2026 11:35 | Very good | The Doctor was very pleasant and took the time to listen. |
| 1805 | 22/01/2026 12:56 | Very good | Very friendly and efficient service |

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| 1806 | 22/01/2026 13:49 | Very good | Very good explanation to all my questions. I couldn't have had a better service than was given. |
| 1807 | 22/01/2026 13:58 | Very good | No waiting |
| 1808 | 22/01/2026 14:05 | Very good | Visit was on time. Hard to make a suggestion |
| 1809 | 22/01/2026 14:22 | Very good | I found my appointment excellent no waiting very professional |
| 1810 | 22/01/2026 14:38 | Very good | Appointment on time practice nurse was very good taking blood didn't leave a bruise. |
| 1811 | 22/01/2026 14:59 | Very good | Great service all round with all the staff |
| 1812 | 22/01/2026 14:55 | Very good | Happy with the service I got from the nurse. Professional. |
| 1813 | 22/01/2026 15:15 | Very good | Every time I have been to the practice the staff are very caring and attentive, the service has been excellent that I have received . |
| 1814 | 22/01/2026 15:33 | Very good | Absolutely perfect |
| 1815 | 22/01/2026 15:41 | Very good | Seen straight away , Dr Simpson amazing , listens to you and always seems to go above and beyond x |
| 1816 | 22/01/2026 15:54 | Very good | No complaints |
| 1817 | 22/01/2026 15:58 | Very good | The nurse was really helpful. |

my visit on the 21st January was to check my cholesterol levels. However I explained to Mrs Michelle Curtis that I really needed to know my iron levels as their low levels were preventing me from having a hernia procedure. I showed Michelle a copy of the letter from the hospital explaining this situation. She reference my file and found a digital copy of the letter. She then excused herself and said she wanted to speak to one of the doctors. When she returned she explained that an iron would be taken. Michelle listened, understood, and took appropriate action. Thank you!

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|------|------------------|-----------|---|
| 1818 | 22/01/2026 15:54 | Very good | Very professional got my Mums blood test with no trouble, very pleasant |
| 1819 | 22/01/2026 17:59 | Very good | Appointment on time with a Kind and welcoming nurse |
| 1820 | 22/01/2026 19:11 | Very good | |

Waiting time was minimal, excellent receptionist and Dr Totty is the epitome of what a GP should be. I have had wonderful support from him during a very difficult time with depression. My only negativity is that when I went to book another appointment on the instructions of Dr Totty, there was a large queue and only one poor receptionist having g to deal with it all on her own. Surely another receptionist could have been called out to help reduce the queue.n

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|------|------------------|-----------|--|
| 1821 | 22/01/2026 21:00 | Very good | I find the check in easy and I was seen on time by a very good nurse, Dawn |
| 1822 | 22/01/2026 21:21 | Very good | |

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|------|------------------|-----------|--|
| 1823 | 23/01/2026 08:52 | Very good | I didn't have to wait long, and the nurse was very thorough! |
| 1824 | 23/01/2026 09:01 | Very good | Julie gave me encouragement & showed empathy |
| 1825 | 23/01/2026 09:04 | Very good | Health Professional I saw was excellent |
| 1826 | 23/01/2026 09:43 | Very good | Well i gave always been treated well.by doctors.nurses and receptionists. |
| 1827 | 23/01/2026 10:01 | Very good | Lovely nurse |
| 1828 | 23/01/2026 10:02 | Very good | Because the health and wellbeing was supportive and helpful |
| 1829 | 23/01/2026 10:01 | Very good | Very good and efficient service, the mrs Coward was very good and listened to me giving me the help i needed. |
| 1830 | 23/01/2026 10:06 | Good | |
| 1831 | 23/01/2026 10:13 | Very good | Visit was professionally conducted in a friendly and positive manner. Agreed follow to be arranged for April 2026. |
| 1832 | 23/01/2026 10:39 | Very good | Wonderful nurse, who was very professional, kind and friendly. Very positive experience. |
| 1833 | 23/01/2026 10:40 | Very good | On time and did all I want |
| 1834 | 23/01/2026 10:50 | Very good | |
| 1835 | 23/01/2026 11:33 | Very good | All good. My experience was excellent. Just one thing could do with a sign or some kind of direction to the electronic sign in process as I was pod in the cue for 10 mins before being told |
| 1836 | 23/01/2026 12:58 | Very good | Treatment was very good and efficient. Everything was clearly explained. |
| 1837 | 23/01/2026 13:41 | Very good | From making appointments to being seen and follow ups the system runs very smoothly and upto now always on time. |
| 1838 | 23/01/2026 14:30 | Very poor | I was give incorrect health advice |
| 1839 | 23/01/2026 14:51 | Very good | Never had a problem since moving to my current address with my doctors always professional |
| 1840 | 23/01/2026 15:05 | Good | Usually get an appointment but sometimes struggle to see a GP |
| 1841 | 23/01/2026 15:15 | Very good | Seen near time of appointment sister was very informative |
| 1842 | 23/01/2026 15:14 | Very good | The doctor was very nice and helpful the down side is not been able to see a doctor sooner it tuck me 3 weeks to get a doctor appointment just keep getting told there was know appointments |
| 1843 | 23/01/2026 17:29 | Very good | Efficient |
| 1844 | 23/01/2026 17:59 | Very good | Nurse was on time.She was pleasant &polite throughout |

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|------|------------------|-----------|--|
| 1845 | 24/01/2026 08:12 | Very good | Always polite, professional and genuinely care about their patients needs.Nothing comes to mind that can be the done better |
| 1846 | 24/01/2026 08:30 | Very good | Claire was really professional, helpful and understanding. I had been given a three appt slot which was needed. |
| 1847 | 24/01/2026 08:58 | Very good | I have always had good service from OWMC |
| 1848 | 24/01/2026 09:24 | Very good | Friendly and Professional which left me feeling better informed. |
| 1849 | 24/01/2026 10:11 | Very good | Everything I needed I was helped with my problems |
| 1850 | 24/01/2026 10:16 | Very good | appointment on time and friendly staff this is how the NHS should be thank you, alan c. |
| 1851 | 24/01/2026 10:31 | Very good | Didn't wait long and the nurse that took my bloods was very polite and efficient. |
| 1852 | 24/01/2026 10:35 | Very good | Brilliant in every aspect |
| 1853 | 24/01/2026 10:41 | Very good | Very polite in and out in 20 min |
| 1854 | 24/01/2026 10:42 | Very good | This was a routine appointment which was sent in plenty of the for me to book in online. The nurse practitioner Julie Graham was lovely and friendly, and put me at ease knowing I was a little worried about needles! Generally, the OWMC Team are excellent and although working under NHS constraints make it as easy as possible to see a GP or to advice what other channels are available for medical info and advice. |
| 1855 | 24/01/2026 10:47 | Very good | |
| 1856 | 24/01/2026 10:56 | Very good | Very efficient |
| 1857 | 24/01/2026 10:57 | Very good | On time and friendly welcome. Dawn is great at her job. |
| 1858 | 24/01/2026 12:07 | Poor | He just didnt lisen |
| 1859 | 24/01/2026 12:50 | Very good | Even though the surgery was full the wait was minimal and staff pleasent |
| 1860 | 24/01/2026 13:32 | Very good | |
| 1861 | 24/01/2026 13:47 | Very good | Quick & efficient |
| 1862 | 24/01/2026 13:49 | Very good | Very efficient and punctual |
| 1863 | 24/01/2026 14:40 | Very good | First class service |
| 1864 | 24/01/2026 14:43 | Very good | I never have any problems when I visit the medical centre, always an excellent experience. |
| 1865 | 24/01/2026 14:58 | Very good | The doctor examined me and said that he will send a message to my consultant. |
| 1866 | 24/01/2026 15:34 | Very good | On time, efficient and friendly |
| 1867 | 24/01/2026 15:34 | Very good | Helpful and efficient |
| 1868 | 24/01/2026 16:05 | Good | . |

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|------|------------------|-----------|--|
| 1869 | 24/01/2026 16:05 | Very good | Arrived on time for appointment at 2.40 checked in at reception tick,sat down 3 minutes later called in tick, sat down bloods taken tick, even checked to see if my MRI scan results were in tick, all done on my way out 7 minutes later Brilliant. |
| 1870 | 24/01/2026 17:22 | Very good | Very nice and professional treatment |
| 1871 | 24/01/2026 17:23 | Very good | On time, Dawn was friendly and put me at ease |
| 1872 | 24/01/2026 17:56 | Very good | Yes, it's always goes well giving blood |
| 1873 | 24/01/2026 19:20 | Good | |
| 1874 | 25/01/2026 00:05 | Very good | |
| 1875 | 25/01/2026 09:01 | Very good | I found the nurse to be very professional and pleasant |
| 1876 | 25/01/2026 09:04 | Very good | So they know she was really nice very helpful |
| 1877 | 25/01/2026 09:10 | Very good | |
| | | | Heated the room up I laid on bench for good half an having for and ECG getting rather cold, then they had stupid new system instead of the old paper print out machine. Nurse had only been shown once had to use this new device and she following a sheet of instructions she then had to go and find somebody else who started procedure all over again, then the used telephone to phone Manchester to relay information. After that it was time to do bloods knew they'd have trouble think my blood was frozen by then at least I could put my jumper back on she 2 or 3 times to get blood and had to go and get somebody else, this is normal for me. The whole appointment took an hour.r |
| 1878 | 25/01/2026 09:31 | Very good | |
| 1879 | 25/01/2026 10:31 | Good | I had to come back for a ECG when I was there in the morning |
| 1880 | 25/01/2026 11:31 | Good | Quick to response , communication is vital thank you |
| 1881 | 25/01/2026 11:46 | Very good | |
| 1882 | 25/01/2026 14:14 | Very good | I felt i was listen to |
| 1883 | 25/01/2026 14:16 | Very good | Look after well |
| 1884 | 25/01/2026 14:54 | Very good | Very efficient and friendly |
| 1885 | 25/01/2026 14:58 | Very good | No problems and friendly nurse |
| 1886 | 25/01/2026 15:08 | Very good | Efficient and friendly |
| 1887 | 25/01/2026 20:11 | Good | |
| 1888 | 26/01/2026 06:48 | Very good | Good never have to wait to long exellant |
| 1889 | 26/01/2026 06:50 | Very good | |
| 1890 | 26/01/2026 11:42 | Very good | Janet was very professional sympathetic understanding |

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| 1891 | 26/01/2026 11:52 | Very good | As always the appointments went smoothly can't complain |
| 1892 | 26/01/2026 22:22 | Very good | I checked in onvtime, waited, was called in, had my appointment and left. Efficient and professional. |
| 1893 | 27/01/2026 00:30 | Very good | Excellent prompt and efficient |
| 1894 | 27/01/2026 08:29 | Very good | |
| 1895 | 27/01/2026 08:50 | Poor | Appointment 10 minutes late even though it was early morning |
| 1896 | 27/01/2026 08:52 | Very good | |
| 1897 | 27/01/2026 09:11 | Good | My experience was good but I noticed people on their phones missed their names on the screen as there was no buzzer which meant the Doctor had to come & find them,Not ideal |
| 1898 | 27/01/2026 09:15 | Very good | Excellent care , first rate service |
| 1899 | 27/01/2026 09:34 | Very good | |
| 1900 | 27/01/2026 09:35 | Good | Seen on time. |
| 1901 | 27/01/2026 09:38 | Very good | Excellent service friendly approachable staff well looked after practice |
| 1902 | 27/01/2026 09:41 | Very poor | If you check last Friday ,I was there in the morning. Then I had to come back again at 5-30 pm |
| 1903 | 27/01/2026 09:52 | Very good | Seen on time. A lovely nursed. Everything explained. Questions answered. |
| 1904 | 27/01/2026 09:53 | Very good | I was listened to with interest that to me is worth a lot. |
| 1905 | 27/01/2026 09:51 | Very good | I have only been at this doctors for 3 years. It's always such a big deal moving into an area you don't know and finding a good GP, I did not have to worry every Doctor or nurse I've seen have been absolutely amazing, nothing has been too much trouble and the Doctors listen to you and never have I felt rushed. Keep up the excellent patient service. There is nothing you could improve on in my opinion. |
| 1906 | 27/01/2026 10:02 | Very good | A lovely person and no waiting |
| 1907 | 27/01/2026 10:09 | Very good | You could do nothing to improve my visit |
| 1908 | 27/01/2026 10:10 | Very good | Friendly put at ease listened to prompt on time |
| 1909 | 27/01/2026 10:10 | Good | Lovely nurse Letti who conducted my smear test |
| 1910 | 27/01/2026 10:39 | Very good | Everything was explained in detail |
| 1911 | 27/01/2026 10:41 | Very good | Always polite and helpful |
| 1912 | 27/01/2026 10:46 | Good | Dr took time to explain everything |
| 1913 | 27/01/2026 10:45 | Very good | Our practice was running efficiently when I got there. Patience not waiting to long in the waiting area before being called through. I only waited 5 minutes |

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| 1914 | 27/01/2026 10:49 | Very good | I always find everyone very courteous. |
| 1915 | 27/01/2026 11:43 | Very good | GP was knowledgeable and thorough . I didn't feel rushed at all and now feel I've had the answers to all my questions |
| 1916 | 27/01/2026 12:40 | Very good | App on time, friendly staff and good gp treatment and advise |
| 1917 | 27/01/2026 13:24 | Very good | |
| 1918 | 27/01/2026 13:26 | Very good | On time and efficiently and informative |
| 1919 | 27/01/2026 14:50 | Very good | Michelle is very friendly and makes you feel comfortable and a very efficient Health Care Assistant. |
| 1920 | 27/01/2026 15:04 | Very good | Very efficient, appointment on time, friendly and helpful staff |
| 1921 | 27/01/2026 15:04 | Very poor | Always plenty of reminders when an appointment has been made , Staff are polite and very helpful. |
| 1922 | 27/01/2026 15:28 | Very good | Very easy to book in when arriving at medical centre |
| 1923 | 27/01/2026 15:33 | Very good | Approachable and pleasant |
| 1924 | 27/01/2026 15:34 | Very good | Appointment on time. Very pleasant nurse. |
| 1925 | 27/01/2026 15:36 | Very good | Managed to get an appointment at short notice...reception was polite helpful and understanding...Dr Holmes was polite...professional and considerate. |
| 1926 | 27/01/2026 15:42 | Very good | Very friendly |
| 1927 | 27/01/2026 16:43 | Very good | Very efficient and friendly |
| 1928 | 27/01/2026 17:10 | Very good | Dawn was great..very professional, fast and efficient. She's also very friendly |
| 1929 | 27/01/2026 20:11 | Very good | The nurse was very pleasant and helpful |
| 1930 | 27/01/2026 20:38 | Very good | Check in easy, minimal wait, Dr Lana very approachable. |
| 1931 | 27/01/2026 21:57 | Very good | I visited your pharmacy first & the lady was very helpful. The waiting area was busy, but there were still seats. The practice was clean & tidy & the staff I encountered were polite & cheerful. |
| 1932 | 27/01/2026 22:22 | Very good | |
| 1933 | 27/01/2026 22:39 | Neither good nor poor | Practitioners are very approachable and professional, however as with all practices, great difficult getting a more timely appointment |
| 1934 | 28/01/2026 08:32 | Very good | Appointment was on time |
| 1935 | 28/01/2026 08:33 | Very good | I had my annual review with Debbie Fish. Debbie is always very professional and caring. Listens to my concerns about management of my diabetes and is very proactive as to a way forward. She is an asset to the medical centre team. Thank you Debbie. |

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| 1936 | 28/01/2026 08:57 | Very good | Nurse was great |
| 1937 | 28/01/2026 08:58 | Very good | Nurse was great |
| 1938 | 28/01/2026 08:58 | Very good | Nurse was great |
| 1939 | 28/01/2026 08:58 | Very good | Everything was good |
| 1940 | 28/01/2026 09:20 | Very good | Every thing went well and Dr Totty very helpful and supportive |
| 1941 | 28/01/2026 09:27 | Very good | Was seen on time person I saw was very polite |
| 1942 | 28/01/2026 09:57 | Very good | Waiting times great, treatment great, friendly and caring |
| 1943 | 28/01/2026 10:13 | Very good | The doctor I saw listened to me then gave me a solution and also a rereferral to ENT at the hospital |
| 1944 | 28/01/2026 10:25 | Very good | I was only in for one minute |
| 1945 | 28/01/2026 10:31 | Very good | |
| 1946 | 28/01/2026 10:42 | Very good | Good service seen on time |
| 1947 | 28/01/2026 10:46 | Very good | Great professional service as always |
| 1948 | 28/01/2026 11:01 | Very good | The waiting times for appointments has improved. The staff are very helpful. |
| 1949 | 28/01/2026 11:34 | Very good | I didn't have to wait long to be called in by the nurse who was excellent and very polite Got the appointment, arrived on time, was seen on time, left with required prescription and follow up appointment. Prescription arrived same day. Great service (so far). |
| 1950 | 28/01/2026 12:03 | Very good | |
| 1951 | 28/01/2026 13:35 | Very good | Informative and supportive |
| 1952 | 28/01/2026 13:57 | Very good | Had blood test very professional service |
| 1953 | 28/01/2026 13:59 | Very good | Seen promptly and helpfully |
| 1954 | 28/01/2026 14:44 | Very good | For the service received |
| 1955 | 28/01/2026 15:02 | Neither good nor poor | I found the care assistant to be a bit rude to be honest, I mentioned this to my wife and before I finished talking she said in the past she found her to be a bit rude as.well. Apart from that the service is very good. |
| 1956 | 28/01/2026 15:20 | Very good | Doctor on time, listened to what I had to say and discussed why I was there and very understanding At my last appointment I was treated with kindness and courtesy, I felt was being listened to and was understood. I couldn't have asked for more. |
| 1957 | 28/01/2026 15:35 | Very good | |
| 1958 | 28/01/2026 15:44 | Very good | I felt relaxed with Dr SIMPSON was able to talk to her. Fran Rimmer |
| 1959 | 28/01/2026 16:32 | Very good | Friendly, understanding, good listener. |

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| 1960 | 28/01/2026 17:26 | Good | Because the nurse that did the blood test was so confident and made me feel at ease and was very caring |
| 1961 | 28/01/2026 17:18 | Very good | Dr Lana knew what the appointment was for. We discussed my problem and the medication. I needed to change the medication, due to the side effects. We discussed this and came to a conclusion. Dr Lana is very thoughtful and caring, exactly what a GP should be, no changes. |
| 1962 | 28/01/2026 18:54 | Very good | No improvement needed |
| 1963 | 29/01/2026 08:33 | Very good | On time, well looked after, everything explained. |
| 1964 | 29/01/2026 08:40 | Very good | |
| 1965 | 29/01/2026 09:02 | Very good | |
| 1966 | 29/01/2026 09:25 | Very good | I always try and see the same doctor which I think makes a big difference. Some of the receptionist could be slightly more pleasant. Think the area could do with second surgery as population is increasing. |
| 1967 | 29/01/2026 09:48 | Very good | DrTotty was, as usual, excellent. |
| 1968 | 29/01/2026 09:54 | Neither good nor poor | Only comment is waiting area extremely busy and standing out in the corridor |
| 1969 | 29/01/2026 10:30 | Very good | All was very good |
| 1970 | 29/01/2026 10:31 | Good | Appointment with health and well-being on time |
| 1971 | 29/01/2026 10:52 | Very good | Good GP service with pleasant staff. |
| 1972 | 29/01/2026 13:01 | Very good | The Doctor was so relaxed doing the Injection.I wasn't.He is one of the best doctors. |
| 1973 | 29/01/2026 13:39 | Very good | I received the care and was seen on time with my appointment |
| 1974 | 29/01/2026 13:45 | Very good | Seem very efficient got in my appointment onetime got me to hospital within 14 days very happy with the service staff were very nice |
| 1975 | 29/01/2026 14:01 | Very good | Called on time and was sorted very quickly |
| 1976 | 29/01/2026 14:31 | Very good | No long wait, for a change, and friendly caring staff as usual |
| 1977 | 29/01/2026 14:40 | Very good | Always pleasant |
| 1978 | 29/01/2026 14:46 | Very good | The Nurse was very quick and efficient. |
| 1979 | 29/01/2026 15:43 | Very good | Debbie was a fantastic member of staff put my wife at ease went through a lot with herat ease |
| 1980 | 29/01/2026 15:56 | Very good | |
| 1981 | 29/01/2026 16:12 | Very good | |

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| 1982 | 29/01/2026 16:20 | Good | Any results/reports from hospitals, and any future hospital/Trust appointments should be reported back to the patient. |
| 1983 | 29/01/2026 16:41 | Very good | The nurse was extremely helpful and understanding. |
| 1984 | 29/01/2026 18:15 | Very good | I just had my bloods taken...all very quick and on time |
| 1985 | 29/01/2026 20:31 | Very good | Went in on time Doctor was prepared to listen, felt comfortable with the doctor excellent service all through |
| 1986 | 30/01/2026 00:54 | Very good | Made to feel worth listening to. Really appreciate the help, time and care given |
| 1987 | 30/01/2026 08:45 | Very good | No all perfect |
| 1988 | 30/01/2026 08:56 | Very good | On time no waiting and Dawn found my vane first time |
| 1989 | 30/01/2026 09:11 | Very good | |
| 1990 | 30/01/2026 09:29 | Very good | I felt Dr Jay listened to me and helped me understand my questions related to my conditions |
| 1991 | 30/01/2026 09:38 | Very good | Very efficient and nurse was so friendly |
| 1992 | 30/01/2026 09:39 | Very good | On time. Made to feel at ease in appointment. Efficient and professional procedure undertaken. |
| 1993 | 30/01/2026 09:56 | Very good | The service i get from you is excellent. |
| 1994 | 30/01/2026 09:58 | Very good | |
| 1995 | 30/01/2026 10:35 | Very good | The doctor was very helpful and I didn't have to wait to see him, it was very quick |
| 1996 | 30/01/2026 10:36 | Very good | Appointment was exactly on time. I felt my concerns were listened to and follow up action agreed |
| 1997 | 30/01/2026 10:45 | Very good | |
| 1998 | 30/01/2026 10:50 | Neither good nor poor | |
| 1999 | 30/01/2026 10:51 | Neither good nor poor | My health and wellbeing when I got there you asked me to take a blood test which was neither here nor the it did not explain anything whether mahelton could know about so I really didn't understand the point of it all thank you |
| 2000 | 30/01/2026 10:56 | Very good | For the service received |
| 2001 | 30/01/2026 11:01 | Very good | |
| 2002 | 30/01/2026 11:03 | Very good | Dr Holmes, as always, was excellent and listened and addressed any concerns that I may have had. |
| 2003 | 30/01/2026 11:12 | Very good | Receptionist was very pleasant & the nurse that took my blood sample was brilliant as always & very helpful. |

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| 2004 | 30/01/2026 11:37 | Very good | |
| 2005 | 30/01/2026 11:41 | Very good | Because the service was very good |
| 2006 | 30/01/2026 11:41 | Very good | My appointment was on time and the staff were efficient and friendly. |
| 2007 | 30/01/2026 11:54 | Very good | The staff at the practise are so polite and helpful , I have seen a few of the doctors I always come out with a plan to better my health. Dr Totty is excellent never in a rush always listens to what you have to say big thank you to him |
| 2008 | 30/01/2026 11:59 | Very good | Everything seems to run smooth and efficiently even though the surgery was very busy |
| 2009 | 30/01/2026 10:26 | Very good | I came for my bloods and my nurse was Dawn who is always extremely kind and chatty |
| 2010 | 30/01/2026 13:00 | Very good | Running to time. Pleasant member of staff. |
| 2011 | 30/01/2026 13:08 | Very good | Helpful staff and nice |
| 2012 | 30/01/2026 13:30 | Very good | First Class Service |
| 2013 | 30/01/2026 13:36 | Very good | Quick and efficient. |
| 2014 | 30/01/2026 13:51 | Neither good nor poor | Blood check was ok but not enough explanatio as to why I had to have it |
| 2015 | 30/01/2026 14:42 | Very good | Excellent Practice Nurse who dealt with and treated my problem efficiently. |
| 2016 | 30/01/2026 15:01 | Very good | I found the doctor very professional, genuinely interested overall a good encounter |
| 2017 | 30/01/2026 15:05 | Very good | Julie Derbyshire was the lady I saw. She was helpful and gave me some good tips on diet. I will be joining the gym also |
| 2018 | 30/01/2026 15:34 | Good | The announcement for patients needs to be louder also waiting times are informed on entering but not updated whilst sitting waiting. I waited 40mins to see Angela this week |
| 2019 | 30/01/2026 16:19 | Very good | Very thorough and professional. |
| 2020 | 30/01/2026 16:21 | Very good | |
| 2021 | 30/01/2026 16:55 | Very good | |
| 2022 | 30/01/2026 18:06 | Very good | No complaints, everything easy going and always punctual |
| 2023 | 30/01/2026 18:03 | Very good | Arrived just before Appointment time and was seen straight away. Julie is very pleasant and puts you at your ease. Very efficient, took time to check medical notes |
| 2024 | 30/01/2026 18:13 | Very good | I have always found the staff to be very pleasant and answer any questions I have with understanding and empathy |
| 2025 | 30/01/2026 19:41 | Very good | Very attentive and a friendly face who listens to you |
| 2026 | 30/01/2026 19:46 | Neither good nor poor | |
| 2027 | 30/01/2026 19:47 | Neither good nor poor | I came in for a help checking all I got was a blood tests I can understand our social series to check my health and well-being |

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| 2028 | 30/01/2026 22:09 | Good | Seen promptly and given appropriate advice and follow up arranged. |
| 2029 | 31/01/2026 09:07 | Very good | |
| 2030 | 31/01/2026 09:09 | Very good | Dr Bolton was very thorough. I felt listened too and not fobbed off |
| 2031 | 31/01/2026 09:22 | Very good | Quick in and out. Dawn was great, my appointment was on time. Dawn was very friendly and very good at her job. She got my bloods first time |
| 2032 | 31/01/2026 09:34 | Very good | Because Dr Totty gave me and my mum good advice on what to do to help me. |
| 2033 | 31/01/2026 10:01 | Very good | Efficient friendly and reassuring |
| 2034 | 31/01/2026 10:05 | Very good | I didn't have to wait long to be seen and saw a very nice lady called Julie who was taking my blood test |
| 2035 | 31/01/2026 10:07 | Very good | We are lucky to have a great service. All are very good and very respectful. |
| 2036 | 31/01/2026 10:15 | Very good | Met with a lovely smile & a cheery good morning.. |
| 2037 | 31/01/2026 10:20 | Very good | Always friendly with dr Bolton |
| 2038 | 31/01/2026 10:34 | Good | Why aren't there two receptionists manning Reception at all times? I had to wait five minutes to be seen and only when I pressed the buzzer did one arrive. |
| 2039 | 31/01/2026 11:07 | Very good | Prompt service & level of service by the nurse |
| 2040 | 31/01/2026 12:13 | Good | GP was excellent, but approximately 30 minute wait for appt |
| 2041 | 31/01/2026 12:57 | Very good | My appointment was professional and courteous. |
| 2042 | 31/01/2026 13:36 | Very good | Very professional and courteous. Very helpful and kind |
| 2043 | 31/01/2026 14:05 | Very good | Prompt, professional and kind |
| 2044 | 31/01/2026 14:31 | Very good | Politeness professional |
| 2045 | 31/01/2026 15:03 | Very good | Doctor was lovely |
| 2046 | 31/01/2026 15:23 | Very good | Everything went well and to time |
| 2047 | 31/01/2026 16:51 | Very good | I felt at ease and my condition was taken seriously and appropriate medication given. I thank the gp very much . |
| 2048 | 31/01/2026 18:37 | Very good | |
| 2049 | 31/01/2026 22:12 | Very good | Appointment was for taking of a blood sample, very quick & out of the surgery in less than two minutes. |
| 2267 | 11/02/2026 09:23 | Very good | Routine appointment I attended was fully explained by the Doctor and the necessary follow up plan explained. A very professional service. Thanks. |