

1.5.23	Very good	Was given very useful and professional information
1.5.23	Very good	Helpful, informative and friendly.
1.5.23	Very good	Sarah is a true professional, very focused, very attentive and friendly. She is an amazing nurse. I wouldn't have come this far without all of her help
1.5.23	Very good	On time in and out quickly.
3.5.23	Very good	Excellent service. Made appointment the day before. Dr was thorough and spent time with me. He didn't rush the consultation
3.5.23	Very good	Same day appointment. Dr took her time examining me explained my symptoms
3.5.23	Very good	Took time to examine and explain my symptoms during my consultation
3.5.23	Very good	I was referred to the hospital during my 7:40am appointment on 2/5/23. I am attending the hospital today (3/5/23) at 10:15am. Simply incredible service.
3.5.23	Very good	Saw Tina and she is very helpful and friendly and caring
3.5.23	Very good	Quick efficient service but still felt Doctor had time to listen!
3.5.23	Very good	I was late through traffic congestion but still saw doctor within 10mins
3.5.23	Very good	I had very good service
3.5.23	Very good	The GP all staff it is good. Thanks
3.5.23	Very good	Early appointment, on time and efficient time with doctor. Plus follow up call.
3.5.23	Very good	Follow up appointment and felt very comfortable and confident with how it went
3.5.23	Very good	Happy with treatment advice
4.5.23	Very good	Very efficient and friendly thanks
4.5.23	Very good	
4.5.23	Very good	Easy, helpful and pleasant visit with the nurse for my health check
4.5.23	Very Poor	Couldn't ask for better surgery my dr always there to listen to give best advise he can .i
4.5.23	Very good	Very easy to get appointment and staff are great
4.5.23	Very good	Seen on time.
4.5.23	Very good	On time, quick and efficient
4.5.23	Very good	Service
4.5.23	Very good	Everything explained clearly.
4.5.23	Very good	Dr Farook was very understanding and approachable. She listened and explained things well. I felt that she was an excellent Doctor
4.5.23	Very good	Doctor rang me when expected and informative
4.5.23	Very good	On time at and very efficient
4.5.23	Very good	Nurse was very informative and very helpful with advise
4.5.23	Very good	Thorough
4.5.23	Very good	The nurse was pleasant and helpful as always.
4.5.23	Poor	not listening to me and questioning my responses
5.5.23	Very good	Because it's easy to communicate with them and get appointments.
5.5.23	Very good	Good service as always
5.5.23	Very good	Courteous and friendly approach.
5.5.23	Very good	On time, detailed, professional and didn't feel rushed when I had questions
5.5.23	Very good	Very quick and easy to book appointment
5.5.23	Very good	Very welcoming and out at ease
5.5.23	Very good	Right on time nurse was friendly and nice, guided me to get appointment changed as appropriate

5.5.23	Very good	My appointment was on time, and much appreciated.
5.5.23	Very good	I received an excellent consultation . The Specialist nurse reviewed my condition and all my inhalers.
5.5.23	Very good	Because the problem was solved x
5.5.23	Very good	Always professional friendly and helpful
5.5.23	Good	The nurse was supportive and gave me confidence in her ability
5.5.23	Very good	arranged doctor's appointment as in a desperate situation
5.5.23	Very good	Friendly quick
5.5.23	Very good	Appointment on time and pleasant staff
5.5.23	Very good	Very helpful and done all dibecic checks
5.5.23	Good	Nurse was good help
5.5.23	Very good	Very good overall
5.5.23	Very good	Very quick getting through for appointment
5.5.23	Very good	The nurse is very efficient, and genuinely concerned to identify and resolve my blood pressure issue
6.5.23	Very good	Whenever I need to see the doctor / nurse I can always get to see someone promptly, staff always show care / attention .
6.5.23	Very good	Very professional nurse
6.5.23	Good	Was listened to and not rushed out of the apt
6.5.23	Very good	Doctor was very informative, explained very well and did the necessary referrals.
6.5.23	Good	Efficient and friendly
6.5.23	Very good	She was very helpful
6.5.23	Very good	Very helpful
7.5.23	Very good	Appointment was on time well informed answers
7.5.23	Very good	Very good As usual
8.5.23	Very good	Seen on time and Helen the nurse was extremely efficient
10.5.23	Very good	Nice easy and on time
10.5.23	Don't know	Because there was a mix up I was told it was a phone appointment and it wasn't I should have attended the doctors so I had to rebook my appointment
10.5.23	Very good	The doctor listened to everything I said and is very good to talk and always polite cant fault him to
10.5.23	Very good	Just amazing
10.5.23	Very good	Just felt comfortable
10.5.23	Very good	Appointment on time very helpful consultation
10.5.23	Very good	I find everyone at the ridgeway surgery very helpful and friendly, and very knowledgeable and nothing is too much trouble for them . I never feel rushed when I have any appointments and even when speaking to the receptionists, I feel like I actually matter.
11.5.23	Very good	Efficient service
11.5.23	Very good	The GP who called was lovely, she listened and understood my concerns
11.5.23	Very good	We were able to book an appointment quickly and the Dr did everything she could to help
11.5.23	Very good	Good and friendly service
11.5.23	Very good	Vert good
11.5.23	Very good	Appointment punctual. I was seen on time
11.5.23	Very good	Very perlite welcoming
11.5.23	Very good	Always friendly and helpful always able to get appointment

11.5.23	Very good	Because I found Helen to be very thorough!
11.5.23	Very good	Dr listend
11.5.23	Very good	Just very good and quick
11.5.23	Very good	Friendly nurse
11.5.23	Very good	Sarah was very pleasant and explained things easily to me
11.5.23	Very good	Was excellent
11.5.23	Very good	Necause its true
11.5.23	Very good	Information given and allowed me to chat
11.5.23	Very good	Appointment was on time, the nurse was professional, helpful & friendly
12.5.23	Very good	Doctor very efficient and pleasant
12.5.23	Very good	Seen on time and was treated pleasantly
12.5.23	Very good	Very good service
12.5.23	Very good	Very pleased with the service u provide
12.5.23	Very good	Nurse Helen Read was very supportive and I was able to discuss an issue with her
12.5.23	Very good	The receptionist went out of her way to help me, booking was simple and quick. Very helpful and caring
12.5.23	Very good	Good advice and guidance, felt cared about
12.5.23	Very good	Always very helpful
12.5.23	Very good	Professional + person centred care
12.5.23	Very good	I was made welcome I felt valued and listen to
12.5.23	Very good	Friendly and quick no waiting
12.5.23	Very good	Appointment on time and nurse was pleasant and helpful as always
13.5.23	Very good	Always very helpful and professional
13.5.23	Very good	Very knowledgable on hrt
13.5.23	Very good	Thorough check
13.5.23	Very good	Doctor listened to my symptoms and is trying to give diagnoses by eliminating some symptoms then to take further with tests if necessary
13.5.23	Very good	Reassurance given and action taken as promised to chase up future treatment. Kindness and understanding.
13.5.23	Very good	Nurse was lovely
13.5.23	Very good	Nurse very helpful
13.5.23	Good	We had to wait an hour appointment was 8.15 we were seen at 9.00
13.5.23	Very good	Dr Foster is amazing she explains things so well and always puts your mind at ease
13.5.23	Very good	Excellent service, really happy with the surgery
13.5.23	Very good	Sensitive appointment handled really well.
13.5.23	Very good	Comprehensive consultation
13.5.23	Very good	Everything was fully explained. Helpful advice.
13.5.23	Very good	Really patient. Answered all my questions. Didn't feel rushed. Sorted more meds for me. Really good
13.5.23	Very Poor	You failed to call me at all
13.5.23	Very good	Sarah is always amazing, very caring, conscientious and dedicated. I have never seen anyone as professional and empathetic as Sarah, you should truly value her.
13.5.23	Very good	Dr very thourough
14.5.23	Very good	Because Helen was so thorough!

15.5.23	Very good	Efficient and caring
16.5.23	Very good	Promptness of appointment and friendliness of nurses
16.5.23	Very good	Early appointment, problem efficiency dealt with, treated like an individual with respect as always.
16.5.23	Good	Nurse very efficient did blood tests there and then
16.5.23	Very good	Informative and very professional.
16.5.23	Very good	Everything I needed to know was explained to me.
16.5.23	Very good	Helpful
16.5.23	Very good	Very informative and caring
16.5.23	Neither Good	Doctors seemed disinterested
17.5.23	Very good	My GP was very supportive and understanding
17.5.23	Very good	Friendly and understanding
17.5.23	Very good	Profesional Service
17.5.23	Very good	Because I felt it deserved that rating
17.5.23	Very good	Having recently moved to the practice I found Dr Dawes to be extremely professional and efficient He gave me complete confidence on the way ahead
17.5.23	Very good	GP was very supportive
17.5.23	Very good	Appointment on time .
17.5.23	Very good	Got appointment very quickly
17.5.23	Very good	Was a telephone consultation, received the call earlier than the time slot I was given & GP was very helpful.
18.5.23	Very good	Always very good
18.5.23	Very good	She gave me really good advice
18.5.23	Very good	Brilliant Doctor. Fast appointment
18.5.23	Very good	Very helpful
18.5.23	Very good	Really friendly and pleasant nurse who treated me
18.5.23	Very good	Didn't have to wait appointment was on time
18.5.23	Very good	The doctor listened and helped provide a solution for my issue
18.5.23	Very good	Just easy and trouble free
18.5.23	Neither Good	I felt that upping my medication, rather than sending me for physical test, scan, camera, was delaying
18.5.23	Very good	Piece of mind
18.5.23	Very good	The Dr listened to all of my concerns and promptly referred us to hospital
18.5.23	Very good	Great customer service
18.5.23	Very good	Asked pertinent questions.
18.5.23	Very good	Answered all my questions in detail
18.5.23	Very good	Dr rang me right on time
18.5.23	Very good	Excellent service very good caring doctors
18.5.23	Very good	Efficient ,and very friendly
18.5.23	Neither Good	I asked the doctor to prescribe me a 12 month prescription of my contraceptive. She said it was already prescribed by another member of staff. I then asked her to ensure it was a 12 month prescription to which she said yes. However, when at the chemist, only a three month prescription was ordered so the doctor must not have listened to me which is quite annoying as now I have to keep going back for re-prescriptions.
18.5.23	Very good	Friendly approachable staff , always trying to help and service is excellent

18.5.23	Very good	Excellent service
18.5.23	Very good	Because I'd been let out of hospital without painkillers I was in loads of pain i phone the surgery and girl on desk was fantastic an got abbie to phone me she was amazing and got a prescription for painkillers and gel id had a fall
18.5.23	Good	Called me to pick up blood appointment but couldn't find it had to make me another one
19.5.23	Poor	I felt we weren't listened too especially my daughter. I felt I was being judged as a parent
19.5.23	Very good	Nurse was efficient, thorough and very pleasant.
19.5.23	Very good	Seen promptly and given excellent care and attention
19.5.23	Very good	Excellent service, friendly and answered my questions
19.5.23	Very good	Always treated well.
19.5.23	Very good	Staff are very helpful and pleasant.
19.5.23	Very good	Doc and reception had patience
19.5.23	Good	Satisfied with service received
20.5.23	Very good	My appointment was on time. The doctor explained things to me and was very helpful. Thank you.
20.5.23	Very good	Friendly, professional explained everything, very good, thank you
20.5.23	Good	I was satisfied with my waiting time to see the doctor.
20.5.23	Very good	The doctor gave me the reassurance I wanted thakyou.
20.5.23	Very good	Both professionals I saw were just that professional but also very friendly and understanding
20.5.23	Very good	Always efficient and caring
20.5.23	Very good	Very efficient and knowledgeable. Very easy to get appointment
20.5.23	Very good	Professional
20.5.23	Very good	I was treated with respect and dealt with promptly
20.5.23	Very good	Availability. Wait time.
20.5.23	Good	.
20.5.23	Very good	Professional
21.5.23	Very good	As usual your nursing staff are true professionals, helpful and friendly
23.5.23	Very good	Nurse was polite and gave information that I needed
23.5.23	Very good	Had two appointments over two days and both were on the time stated also the nurse was very friendly and helpful
23.5.23	Very good	On time very pleasant made u at ease nothing was to much trouble
23.5.23	Very good	Informative excellent service
23.5.23	Very good	Great
24.5.23	Very good	Went for a procedure which was carried out with great explanation and extremely professionally.
24.5.23	Very good	Always listen and support me
24.5.23	Very good	Dr Dawes is always polite in his manner and very reassuring to talk to. I have complete faith in his judgement.
24.5.23	Very good	High standards, appt time to suit my work hours
24.5.23	Very good	Doctor zahra made me and my son Archie feel so comfortable and listened to everything I had to say
24.5.23	Very good	Quick friendly, efficient nurses.
24.5.23	Very good	Very professional
24.5.23	Very good	Very professional and caring attitude
24.5.23	Very good	Seen very promptly and efficiently

24.5.23	Very good	On time to what I was told
24.5.23	Very good	Advice given was very clear
24.5.23	Very good	Polite, professional staff
24.5.23	Very good	Staples painlessly removed after operation. Sarah always friendly, cheerful and efficient.
24.5.23	Very good	Reassuring telephone chat following recent operation.
25.5.23	Very good	Appointment was on time and staff were polite.
25.5.23	Very good	Called me at the time allocated
25.5.23	Very good	Booked appointment online, pleasant welcome and doctor understanding
25.5.23	Very good	Succinct, pleasant and good information
25.5.23	Very good	The nurse I saw is amazing and caring and makes sure everything is checked
25.5.23	Very good	Everything was on time very efficient
25.5.23	Very good	Fast service, friendly staff
25.5.23	Very good	nurses very good and so pleasant felt comfortable
25.5.23	Very good	Excellent
25.5.23	Very good	My problem was sorted very efficiently
25.5.23	Very good	Appointment went well. Went in on time. The Doctor he doctor was very patient.
25.5.23	Very good	Nurse explained everything thing to me very polite.
25.5.23	Very good	Professional and helpful
25.5.23	Very good	clear in what she told me to do and answered my questions clearys
25.5.23	Very good	Felt very comfortable and the nurse didn't leave me wondering I got all I could have expected
25.5.23	Very good	Always happy with my help
25.5.23	Very good	Care received was excellent
26.5.23	Very good	Sarah the nurse is wonderful
26.5.23	Very good	Because it was good doctor Daws was very easy to talk to
26.5.23	Very Poor	Didnt get a call?
26.5.23	Very good	Dr Foster is an excellent gp. Also, good services offered
26.5.23	Very good	Excellent service. Always the same.
26.5.23	Very good	Very helpful
26.5.23	Very good	Very kind nurse who checked me over thoroughly thoroovhly
26.5.23	Very good	Doctor was very efficient and also explained everything very clearly
26.5.23	Very good	Very good service and advice
26.5.23	Very good	Been very pleased with the care I had
27.5.23	Very good	Dr and receptionists were very accommodating and offered me cups of water whilst I waited outside so as not to disturb the other patients in the waiting area. The dr came out to get me when it was time for my appointment.
27.5.23	Very good	Professional friendly and caring and knowledgeable
27.5.23	Very good	Efficiency
27.5.23	Very Poor	No call recieved app 1.40pm and therefore no rescue pack issued to cope over weekend. Bronchiectasis flare up and chest infection difficult to breathe
27.5.23	Very good	Friendly and helpful
27.5.23	Good	.

27.5.23	Very good	It all went well with the doctor
28.5.23	Very good	Efficient painless injection
28.5.23	Very good	Treatment is always good at Ridgeway.
28.5.23	Very good	Thorough investigation of condition, very reassuring
28.5.23	Neither Good	Nurse practitioner couldn't intervene with my condition being as I'm under a consultant for Copd and asthma but my appointments for respiratory clinic keep being cancelled and rearranged by their department 3 appointments cancelled by the hospital so far So I feel in limbo
29.5.23	Very good	Pleased with the service
30.5.23	Good	It was unfortunate that the computer system had gone down and this resulted in a delay. However, as always Dr Dawes was very thorough when I did see him, so always worth the wait.
30.5.23	Very good	Good service
31.5.23	Very good	The staff member was very helpful, friendly and explained things well.
31.5.23	Very good	Doctor listened to me and understood my problem, and is kind.
31.5.23	Very good	Very Happy with the service
31.5.23	Very good	Very efficient and friendly
31.5.23	Very good	Dry friendly
31.5.23	Very good	Good service
31.5.23	Very good	Very professional
31.5.23	Very good	Excellent service
31.5.23	Very good	Ability to book early appointment
31.5.23	Good	My service on the day was good but I hadn't been told that I needed a blood test so I couldn't complete my health check appointment.
31.5.23	Very good	Because the nurse was very kind and friendly
31.5.23	Good	Was very efficient
31.5.23	Very good	Very understanding
31.5.23	Very good	Excellent surgery, excellent staff, nurse Sarah excellent
31.5.23	Very good	I cannot fault any service of the Ridgeway practice.