**Thank you everyone!**

We would like to extend our heartfelt thanks to all our patients for the wonderful anonymous feedback we received during May.

Your kind words, support, and appreciation mean so much to our entire team. It’s incredibly rewarding to know that our efforts to provide the best possible care are making a positive difference.

Your feedback inspires us to keep improving and delivering the highest standard of service.

Thank you for taking the time to share your thoughts—we truly value your input.

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| Always helpful and friendly |
| On time and pleasant staff |
| HCA was very understanding and phlebotomist was very good getting blood from me I am treated with respect |
| Staff are brilliant and Reception girls are lovely can’t say more |
| Friendly and professional |
| Friendly staff |
| Excellent treatment as always. |
| Everyone so efficient friendly and helpful |
| Very friendly nurse and very helpful receptionist |
| Always have a positive prompt service |
| always friendly |
| Although staff sickness I was fitted in to have my blood test done that same morning |
| Always friendly and helpful and efficient thank you |
| Everyone very professional/ helpful and polite |
| Because I was treated respectfully and nothing was too much trouble. |
| Very quick vaccination, and was friendly |
| nurse listened and was pragmatic, efficient and friendly |
| The treatment i got from the doctor and surgery was excellent |
| Dr was very thorough & reassuring before administering steroid injections. |
| Prompt and very efficient blood test |
| On time appointment as normal excellent surgery and treatment |
| Prompt efficient and caring. |
| Didn't have to wait, I was called to go in straight away |
| Kind and supportive staff, always providing high quality service and sympathetic support. Thank you, wishing you all the best. Please every one should be praised. Have a great day! |
| Lovely nurse |
| Despite the long telephone queues, I was still able to complete a telephone consultation and get the help needed. I also found the call back service when I missed the appointment call very helpful |
| No messing about from the doctor. Didn’t have to fight for the stuff I asked for and she also suggested we do other tests as well to rule stuff out |
| Nurse was very good |
| It’s nice to Talk to Dr |
| I received exceptional attention, was given exactly the medicine I needed in a professional and kind manner |
| Always on time and lovely nurses |
| The care and understanding I received was amazing as always |
| Cheerful staff |
| Nurse was efficient (contacted me before appt to check details of what was needed) and took bloods with no pain or bruising :-) |
| Lovely nurse very friendly and took my blood without any problems |
| Staff always pleasant, efficient and helpful. |
| Always a positive attitude helps put you at ease its a pleasure to go there. |
| HCA was early for my appointment as usual. Didn’t feel rushed, very friendly and gentle |
| Efficient, professional and caring. |
| Always amazing to see Dr |
| Excellent care and attention from the phlebotomy nurse. |
| Because the lady was kind and polite. |
| Because I got the advice I needed |
| Informative information |
| Dr was fantastic explained everything a lot clearer and discussed next steps which I found very helpful great doctor |
| Very swift, efficient and friendly service. |
| Appointment made easily, for when I needed. I had to waiting time. Nurse was professional and friendly, putting me at ease. |
| Needed dressing change appointment for Monday & nothing available but staff managed to swap my phone appointment for Monday to a face on face appointment so can get dressing done. Always friendly & cheerful |
| Friendly helpful staff and no rushing while in with doctor |
| Excellent GP consultation. |
| Very kind, caring and supportive |
| All staff very helpful |
| Professional, supportive and caring. |
| Staff very friendly and efficient |
| Very friendly and helpful |
| Everyone at Hillcrest is always helpful and friendly |
| Appointment on time with friendly service. |
| Seen as soon as I arrive (early). Friendly and informative |
| See quickly, and bloods taken as required. The nurse also did my weight, pulse and blood pressure. |
| GP was very supportive and thorough. Waiting room could do with a bit of cheering up, plus some music perhaps? |
| The calm, efficient and friendly staff |
| Very friendly, quick and efficient. |
| The nurse I saw was lovely explained everything & put me at ease |
| HCA very good |
| It was the first time I had met nurse and she is a lovely lady. She carried out my Doppler test very efficiently and professionally and i couldn't have asked for better service. |
| The greeting was friendly, the waiting room was empty and HCA called me straight away. Very good service. |
| The staff were friendly, helpful and professional.  The Surgery was calm and clean. |
| Felt very comfortable and was treated  kindly |
| A very professional service from the nurse |
| Very polite, all understood. |
| Nurse lovely and very professional |
| On time and very  good  service |
| On time  and good  service |
| I was seen on time. Receptionist was polite and HCA is a miracle worker |
|  |
| My treatment was very thorough and everything was explained to me in full. The treatment was also carried out swiftly and competently. |
| The nurses and receptionist are always very friendly and helpful my only complaint is as I walk slowly with the aid of two sticks the between the waiting room and corridor is a nightmare. The timing mechanism is two quick and keeps shutting too soon |
| Nurse very helpful |
| The lady was just amazing. She put so much effort to distract my dependent he didn't feel a thing |
| Staff are brilliant nothing too much trouble wouldn’t go anywhere else. |
| Always helpful friendly and efficient |
| Efficient |
| Efficient service. |
| Helpful friendly and gentle |
| I was seen at the time if my appointment & as always the nurse is always very friendly & easy to talk to & makes you feel confident |
| Staff were friendly and polite |
| The Nurse was very kind & I didn't feel the injection. |
| The nurse was kind. It's nice to be able to talk with people. |
| Really friendly and helpful |
| Prompt efficient appointment. Friendly manner. |
| Appointment was on time.  HCA had got everything ready for blood test. |
| Very friendly and made me feel very relaxed |
| Very friendly, helpful and efficient |
| Excellent phlebotomist |
| Very friendly and efficient |
| Very friendly people |