**Positive comments**

I saw the first contact physio, excellent service and would recommend to others.

I was impressed by the warmth and professional expertise of the nurse practitioner. He explained everything without being patronising and shared information.

I always feel the surgery do the best of their ability, staff are polite and caring.

Excellent conversation with the pharmacist, very knowledgeable and understanding.

Timely appointment with a pleasant and professional HCA

My appointment was to see a Diabetic nurse, he provided excellent service

Prompt appointment booked, Dr Saeed was excellent, he took the time to listen to my concerns and was reassuring. He requested some tests and medication. Would definitely recommend him to other patients.

Very good Doctors, can always get an appointment when needed.

The Winterton Surgery has been there through my cancer journey day and night. Everyone is always there for me.

The practice is well organised and I trust them.

Dr Samuel is so caring and listens to you, never rushes you.

I liked that I didn’t have to go into the surgery, I booked my appointment online and the phone call app made it easier to express how I feel.

A first class service provided to all, all staff are professional and competent.

The nurse Charlotte made me feel incredibly comfortable, I would love to see her again if I needed to.

Dr Singh cared about my symptoms and was kind and patient.

Very friendly and professional.

You all do your best in the face of increasing demand.

Always friendly and helpful staff, and excellent patient care.

I can always get a same day appointment when needed and have never waited long to see a Doctor.

Reception staff are always extremely helpful and friendly.

Dr R Clark has shown me such kindness and support at a very difficult and frightening time.

Dr Aung is always kind and helpful, a credit to Winterton surgery.

Becky Woods always gives 110% to her patients and does her absolute best for us. She is an absolutely wonderful member of the practice.

Very helpful receptionist, appointment was given to me for the next day.

The new online system does seem to be improving the triage process, always find the staff, medical and admin to be very good.

The surgery is proactive in ensuring we receive check ups, boosters, flu vaccinations etc.

I valued being offered an over 75 check and was pleased to be reassured help was available should I need it.

**Negative comments**

The Dr asked to see me, yet when I went in they asked me what they could do for me. When I explained that id come because they had requested to see me they blamed reception. When looking through my notes they back tracked on things they had previously said, hence why I now see another Dr!

Please can we have more that a meagre 2 disabled parking spaces? There’s always going to be more than 2 blue badge patients at a time.

It takes an eternity to answer the phones, then some Doctors just have no availability despite it being them that commission the tests and request that you go back to see them.

Sadly the reception seems to have become really bad so the only real way is calling in.

Each time I have a managed appointment I have been over 35 minutes late going in.

Problems obtaining an appointment.

Can never see the same Dr twice.

The person on the reception at the front always seems to be managing too much at once, they do it well but the phone lines always have an incredibly long wait as does the queue in the Doctors.

Friendly service once you get past reception.

Good clinic but needs to improve the parking.

Impossible to get through on the phone unless you’re prepared to wait for 45 minutes.

So much time wasted as when you see different Doctors you have to explain problem again and again. Recent call from Doctor to help with meds and comment from him was “I don’t know you”. That’s not my fault or his but the systems.

I have waited nearly 4 weeks for the Dr to have time to ring me, and the conversation lasted no more than 2 mins. There must be a different system you can use.