Winterton Surgery

**Positive Comments**

Dr Samuel was kind and understanding at my appointment yesterday and answered all my questions, thank you.

Very friendly and helpful

Fantastic service from George the physio knowledgeable and really

Have always had the best care and u all do amazing jobs and u deserve the best

DR Samuel was brilliant as always. Put me at ease regarding my problems and took the time to listen and understand.

I have made a complaint in writing after what I feel was a terrible appointment.

Shenna was great. I feel she is a asset to our community. Mental health in Britain is at breaking point. We need thousands of Shenna’s. Thankyou.

**Negative Comments**

Monday morning waited 72 mins on phone 11th in queue you have just put new phone system in which is useless without more staff 500/700 new homes

Unfortunately, I missed my phone call & when i called back you were closed and I’ve been busy all afternoon so have been unable to try again

I have made a complaint in writing after what I feel was a terrible appointment.

Dr rang 35 minutes late and could then only spare me 10 minutes before he dismissed me and cut me off while I was in tears trying to explain

Very friendly and helpful