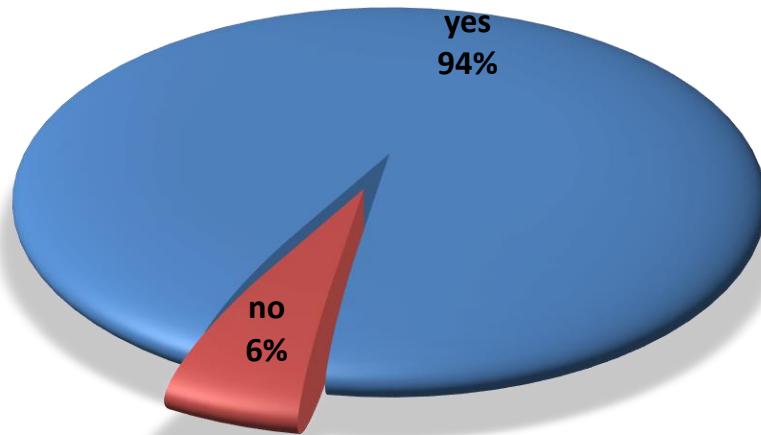




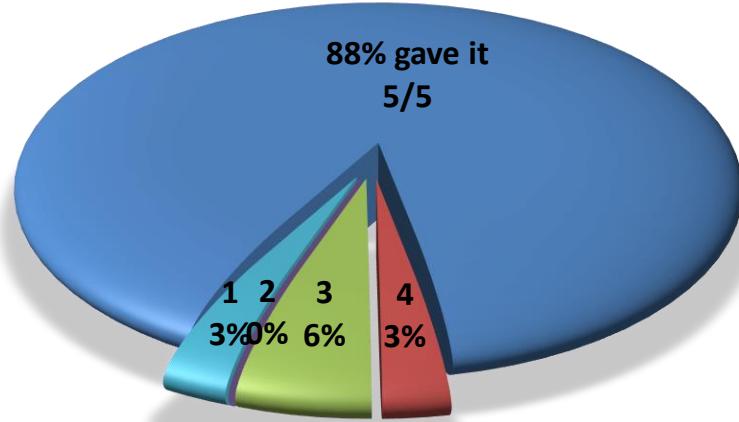
## Patient Feedback on PCN Extended Access Services

Comments received from appointments during Dec 2025

**Would you recommend this service to your friends and colleagues?**



**How satisfied are you with the service overall?**



Patients who attended EA clinics listed on the Tolson PCN SystemOne Unit were sent a text message after their appointment with a link to complete an online feedback form about their experience. This report includes their responses for each staffing type.

This information has also been sent to the staff who provided those sessions to ensure they receive the patient feedback for their portfolios or appraisals.

## H&WB Coach Feedback

Experience good BUT NO CALL BACK AS ARRANGED.. ADVISED SURGERY BUT STILL NO CONTACT!!!! I WAS SO HOPEFUL. BUT NOTHING.

Helpful

Great experience, coach was very friendly and gave good useful advice, which was easy to follow and not overly complicated. The appointments have been positive and helpful for me to be accountable to work towards achieving my goals with some good feedback on my progress and what the next steps are.

## Nurse & Phlebotomy Feedback

No waiting, quick and efficient, professional service

Easy, fast and painless.

Glad to be fitted in even on a weekend. Professional, friendly, service.

*I didn't wait to long for my appointment the staff was great and quick the nurses madde was very professional at her job thank you*

*I was put at ease and talked through what was going to happen, what to expect and made as comfortable as possible.*

I had an appointment for a blood test and this was carried out promptly and efficiently by Madison who is also from the Waterloo Practice.

I was a bit early for my appointment the staff was great got my appointment i was seen early and I was seen by maddey the nurse very quick ps thanks to all of the staff ps have a happy Christmas 🎄

Lovely member of staff with a great personality (smear test nurse). Very informative with information

*Service was perfect, I was called in 5 minutes earlier for my blood test and I was out within 2 minutes!*

*It was excellent. Efficient, friendly, professional. Explained everything, left time for questions.*

## FCP Feedback

*The information and treatment I received was excellent. I also liked that I could have my appointment on a Saturday.*

***They were very helpful and discussed what I could do to help improve my condition with personalised exercises. And what to do if there was no improvement in the coming weeks.***

*Really good and helpful, was given good advice*

***Very professional and most helpful.***

*Who was really good with explaining everything to me and excellent thank you so much*

***Appointment on time. Staff very friendly***

*Becky was very informative regarding the Arthritis in my right hand/wrist. She showed me lots of exercises to keep my hand working as best as I can & also mentioned the use of painkillers to help ease the pain at times. Paracetamol & Ibuprofen.*

*I saw Tong at the University Health Care unit in Huddersfield. He was thorough and has given me*

*Nice and polite and showed me every exercise didn't feel rushed and listened to my concerns*

***It was straight forward***

*Felt very at ease. The physiotherapist was very understanding & professional during my appointment. I left knowing the way forward in regards the treatment of my issues.*

## GP Feedback

*Easy and relaxed and comfortable and had the best care*

I had a really good experience with him, don't remember the name but he was very polite and took the time to listen to listen to me properly! he carried out a thorough examination checked

my bp and examined with stethoscope as well! Gave clear instructions and overall quite friendly throughout

**They are friendly and understood my problem well.**

Appointment on time all good

She was really pleasant and helpful. I had a good experience. Thank you.

I felt like I was not listened to, in and out in 30 sec. I felt like the GP didn't look at the issue

It was all good and friendly

Was able to go up my own surgery, appt was on time

It was fine ten minutes late but that was fine.

I am experiencing a problem with my fingers being stiff, swollen, sore and affected by the cold. I tried to get an appointment with my own surgery (Waterloo) however the earliest appointment they had was 31/12/2025. This was a long way off given the nature of the problem, so the receptionist found me an appointment at the university health centre the next morning. I was able to see the doctor there very quickly, he prescribed some anti-inflammatory gel and referred me to Halifax for an X-ray of both hands as he wasn't sure if it was chill blains or if bones are affected. To be seen earlier was very reassuring as with the cold worsening, I was worried that I would have less use of my hands. The GP that saw me seemed very competent and even though he wasn't sure what this was, did all he could to try and further investigate the problem and provide symptomatic relief in the meantime.