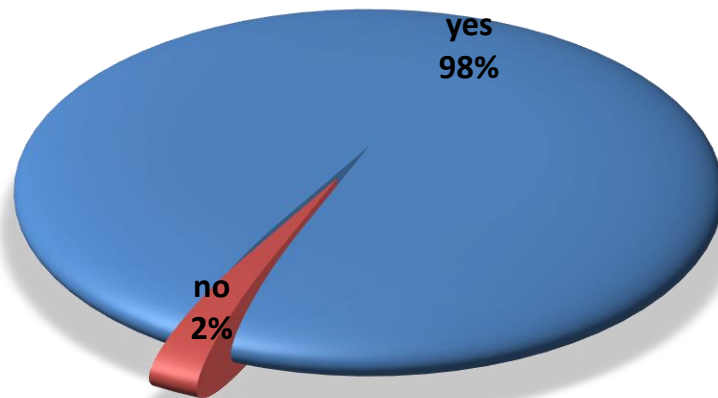




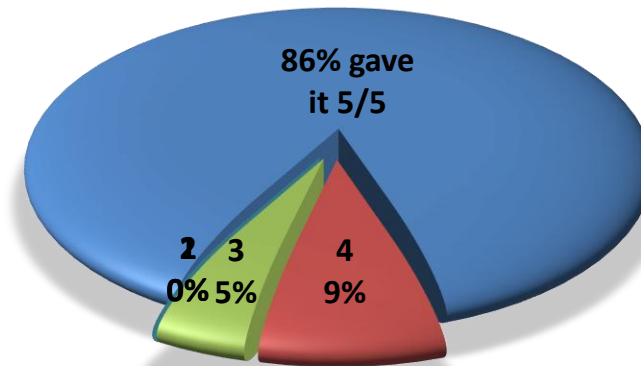
Patient Feedback on PCN Extended Access Services

Comments received from appointments during June 2026

Would you recommend this service to your friends and family?



How satisfied are you with the service overall?



Patients who attended EA clinics listed on the Tolson PCN SystmOne 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

Like every thing that Philip said and understood him he give me some exercises too do

Phil is absolutely lovely and a great guidance in things that I encounter or have questions

Tyler is a very nice young man, he tells it how it should be, gives you confidence that you can do as his advice and represent himself very well and deserves to go far

He always listens to me, he never looks like he doesn't care about my problems, gives very good advice. It's a pleasure to speak with him every month. There's nothing to dislike

No problems at all, happy with everything

GP Feedback

Very good doctor

Nice

Positive quick
no waiting

It was perfect

Just normal GP appointment, professional and courteous GP listened to my symptoms and gave advice on what to take

Was seen promptly. Lovely air conditioning building

It amazing see the doctor and I was told all I need to do.

First time here but was good and on time

Excellent appointment. GP listened and dealt with issue efficiently. Even went to the trouble to re- prescribe when couldn't get medication at chemist.

Good

Nurse & Phlebotomy Feedback

Appointment on time.
Pleasant quick professional

Fabulous friendly.

Easy parking, no waiting, staff
friendly and efficient

*Kerry was really good and informed me
of procedure and results really well.
Made procedure go with ease.*

**Great timely appointment.
Madison was brilliant and great to
get a convenient appointment at
short notice as well.**

Blood test. Really lovely lady.
Quick and efficient.

I was seen to on time

*I had a blood test with Maddison, I was so pleased to see
her as I can be nervous, but she has taken my blood
several times now and is brilliant! She is professional and
caring. The blood was taken so quickly I hardly noticed.
Maddison is excellent! Thank you.*

*I liked that I arrived
early and was seen
within 5 minutes.
Phlebotomist was
professional and very
efficient and
experienced*

*I had a smear and it was so
helpful. She was absolutely
amazing x my words are not
enough for how great she
was. I have had alot of
smears and this nurse was
the best. Caring and so
informative.*

FCP Feedback

He is very kind and gentle a lots of knowledge and easy to explain to understand what i have being through all my pain.

Andrew listened and was brilliant

Content good. Suffered very severely, it took me 5 days to recover. I intend cancelling my next session, and will be going to see Andrew with my feedback.

It was excellent and very well explained

I was able to explain my symptoms and I felt listen to and cared about. Had a chance to also ask questions without feeling rushed

An excellent facility to support and assess my health

Assessment on hip, referred to specialist. Quick meeting and assessment

Very good and helpful

Very knowledgeable and helpful. Spent lot of time listening and diagnosing

Met tony who was very polite and caring. Explained every move for me to do to help my back recovery

It was not to bad it was good. I glad have phisyeothapiy I am still waiting date when I can start the treatment.

Very good person who I saw for my appointment

Becks asked relevant questions regarding history of issue and understood the difficulties of maintaining improving joint muscle health. She gave easily understood explanations regarding xray report and further demonstrated using spine to help explain the impact of issue and how excerices given would benefit. She didn't overwhelm me with excerices (2 given) and her expectations were of a reasonable level my current ability. Appreciate it get a review appointment in 2 wks.

I found the physio to be pleasant friendly and informative. The physical was very knowledgeable about my condition and provided reassurance throughout that my injury could be managed with rehabilitation