

# **Kirkland's Surgery**

**Patient Feedback Survey  
September 2025**

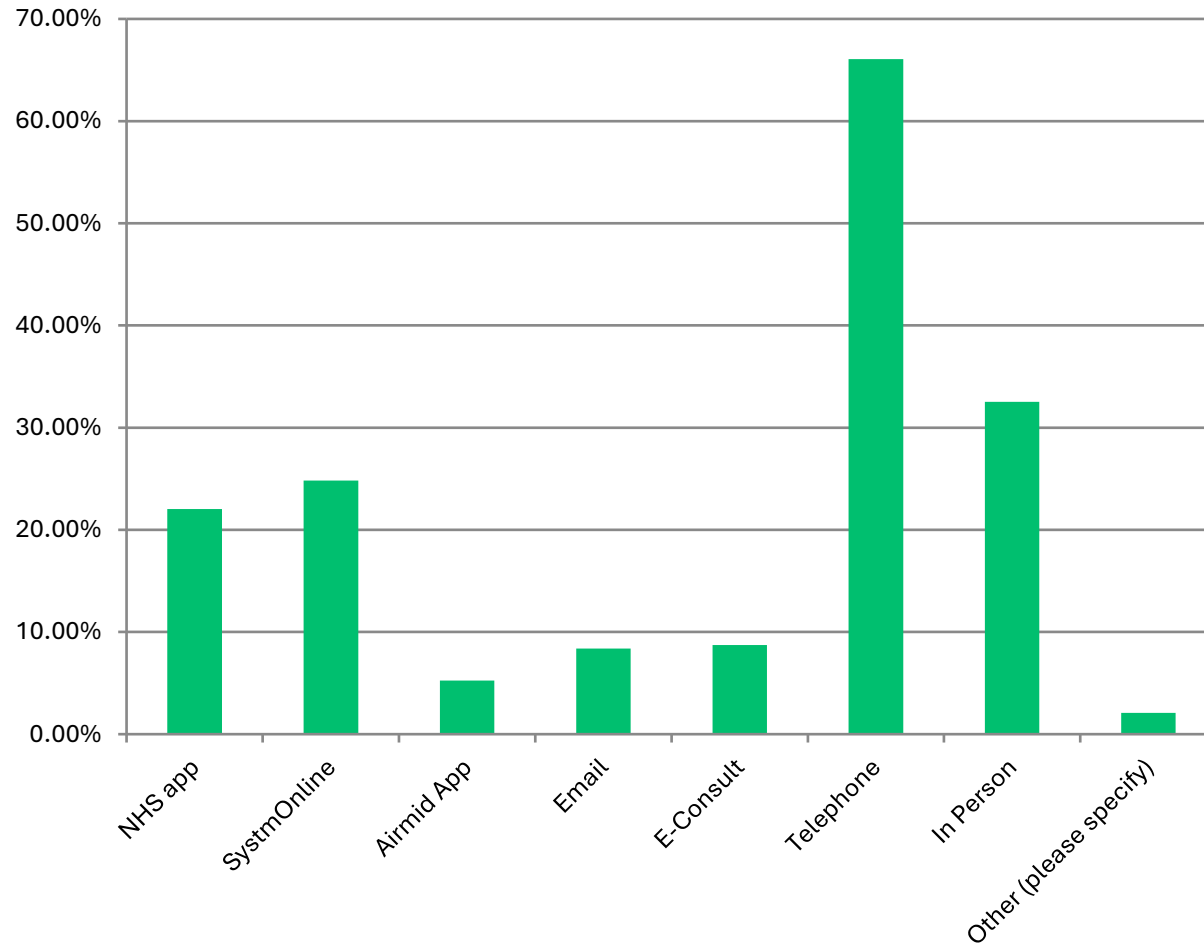
# Question 1: How do you usually access Kirkland's Surgery Services

September 2025

Answer Choices	Responses	
NHS app	63	22.03%
SystemOnline	71	24.83%
Airmid App	15	5.24%
Email	24	8.39%
E-Consult	25	8.74%
Telephone	189	66.08%
In Person	93	32.52%
Other (please specify)	6	2.10%

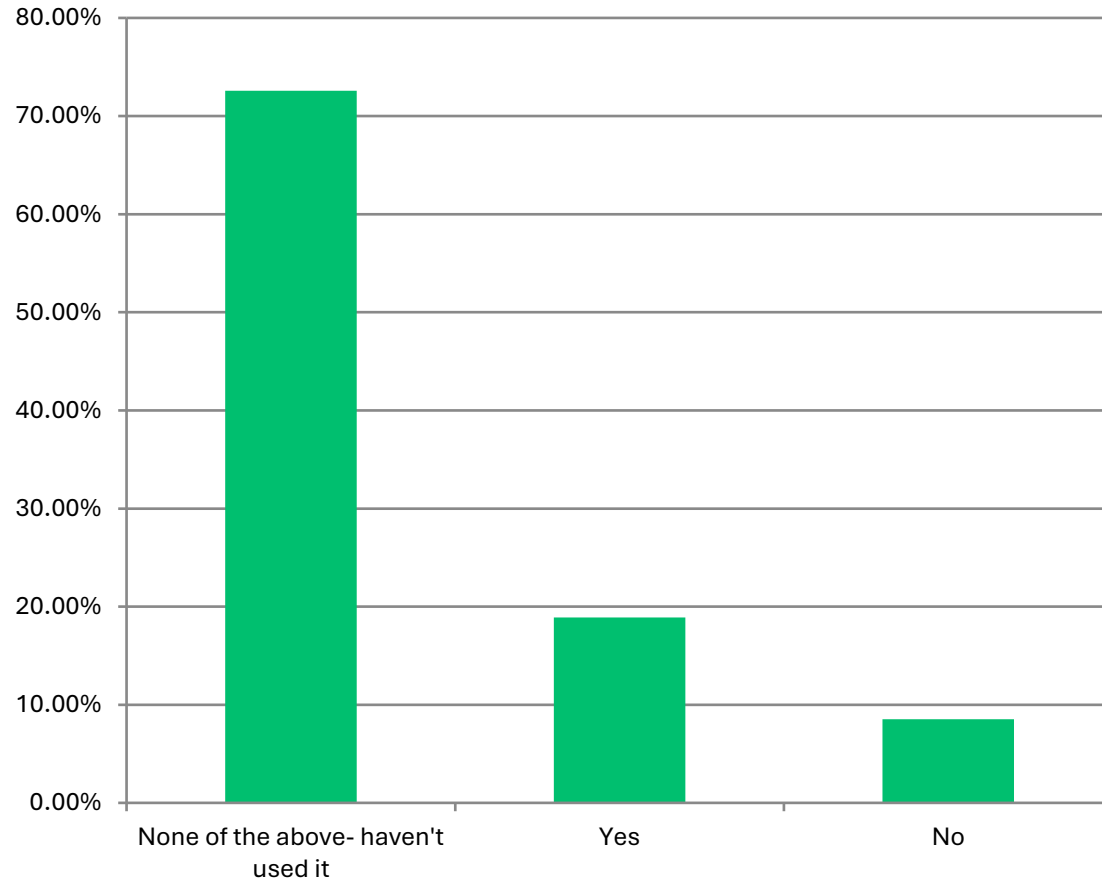
October 2024

Answer Choice	Response (Number)	Percentage
NHS App	15	15%
System Online	14	14%
Email	6	6%
E-Consult	9	9%
Telephone	77	77%
In Person	48	48%
Other	1	1%



# Question 2:

## If you have used E-consult did you find it easy to use?



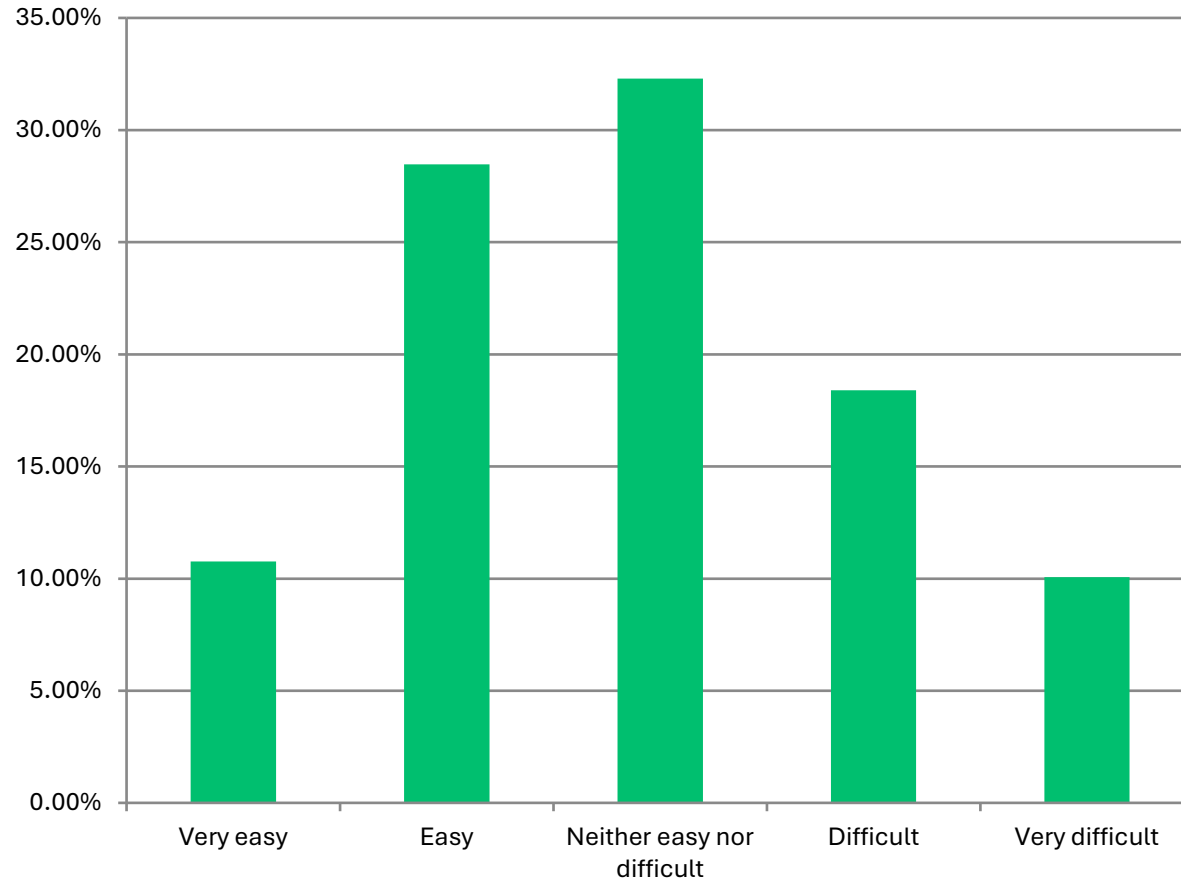
September 2025

Answer Choices	Responses	
None of the above- haven't used it	196	72.59%
Yes	51	18.89%
No	23	8.52%

October 2024

Answer Choices	Responses	
None of the above- haven't used it	70	70%
Yes	20	20%
No	10	10%

# Question 3: Generally, do you find it easy to get through to someone at Kirkland's Surgery on the phone?



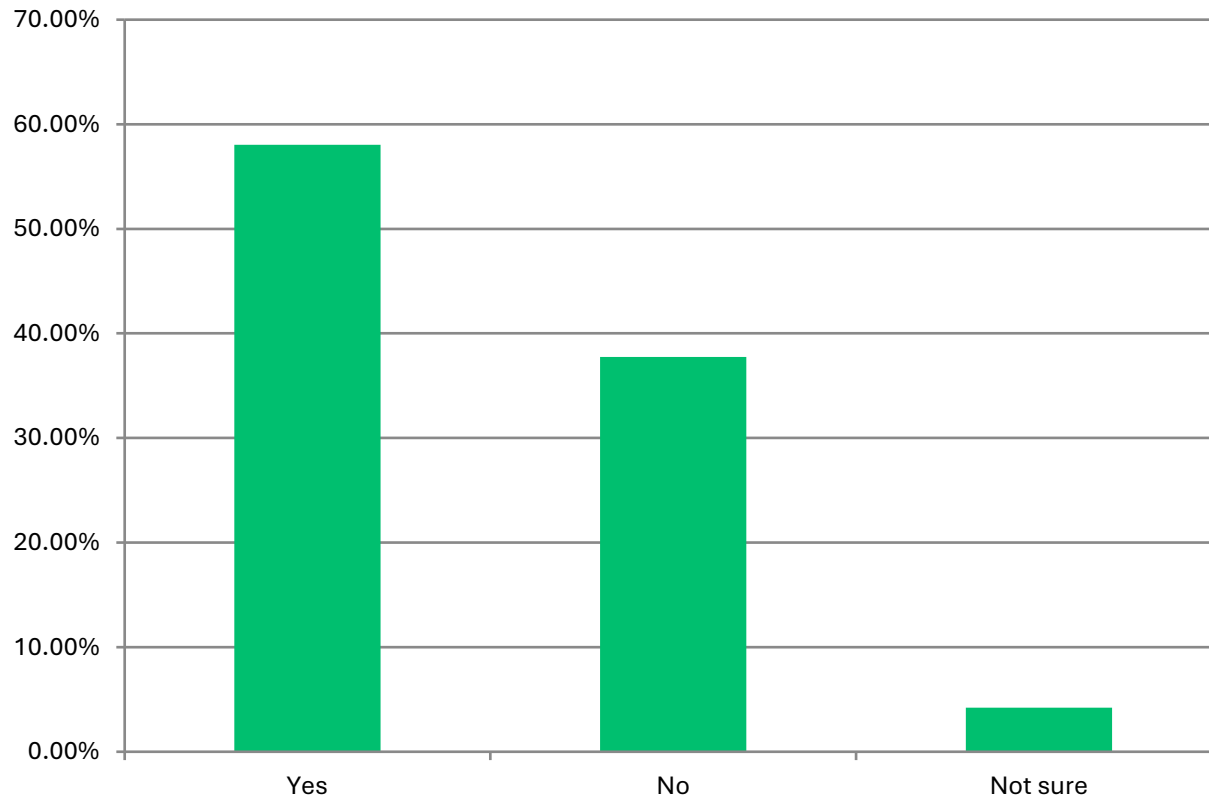
September 2025

Answer Choices	Responses	
Very easy	31	10.76%
Easy	82	28.47%
Neither easy nor difficult	93	32.29%
Difficult	53	18.40%
Very difficult	29	10.07%

October 2024

Answer Choice	Response (Number)	Percentage
Yes	81	81%
No	19	19%

# Question 4: Have you used the call back system?



September 2025

Answer Choices	Responses	
	Yes	166
No	108	37.76%
Not sure	12	4.20%

October 2024

Answer Choice	Response (Number)	Percentage
Yes	55	55%
No	45	45%

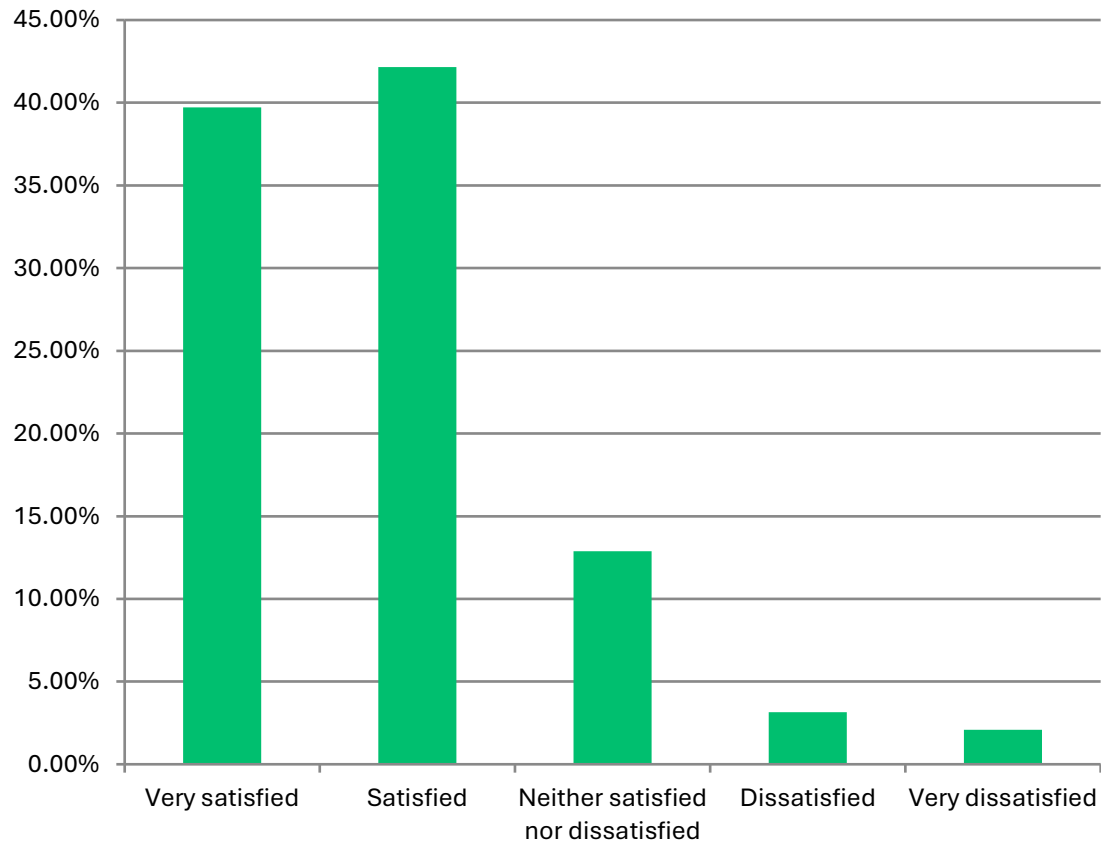
# Question 5:

## What are your experiences of using the call back service?

- Its good
- It worked
- This works pretty well
- Very good
- Very good . At least you know you will be contacted and there is not the frustration of waiting for your time in the queue. Always a good response from the staff no matter who or what they encounter .
- Very efficient
- I think the call back system is very good and I prefer this as opposed to waiting on the line.
- It saves a lot of time and is much more efficient.
- Very good as it keeps your place in the queue
- Very good.....much better than hanging on for hours.
- Excellent, thank-you
- Worked well, received a call back
- Very good service always call back.
- Very convenient
- Good it saves you waiting on the line for ages
- Very good much better than holding on for ages
- Very effective and simple to use. Great time saver
- Great, as I don't have to wait in the queue and it this way the person on the other end also has time to call me back at their earliest convenience.
- Its simple and efficient
- Good. Do not have to wait long and can get on with other things.
- Allows me to get on with daily bits until I need to talk things through regarding my issue.
- Have not had problems with it. It works well
- If you go for call back, waste of time you are not going to get an appointment today unless real emergency.
- The Call back system works, but then presents issues at work as I may be in a sensitive area where I cannot use my phone, and then miss the call back. Or I'm in a big office where its not easy to be discrete about medical topics.
- Doesn't always work
- I cannot use it because I am profoundly deaf.
- Long hours waiting time
- Long wait for a call. Very stressful.
- No issues, sometimes have to wait and while.
- Doesn't always suit me as I work in a Customer facing role & cannot answer when convenient for call back
- Not very good

## Question 6:

**Overall, how do you rate the contact with and helpfulness of the non- clinical staff (e.g. Care Navigators on Reception, Secretaries, prescribing team, admin etc)**



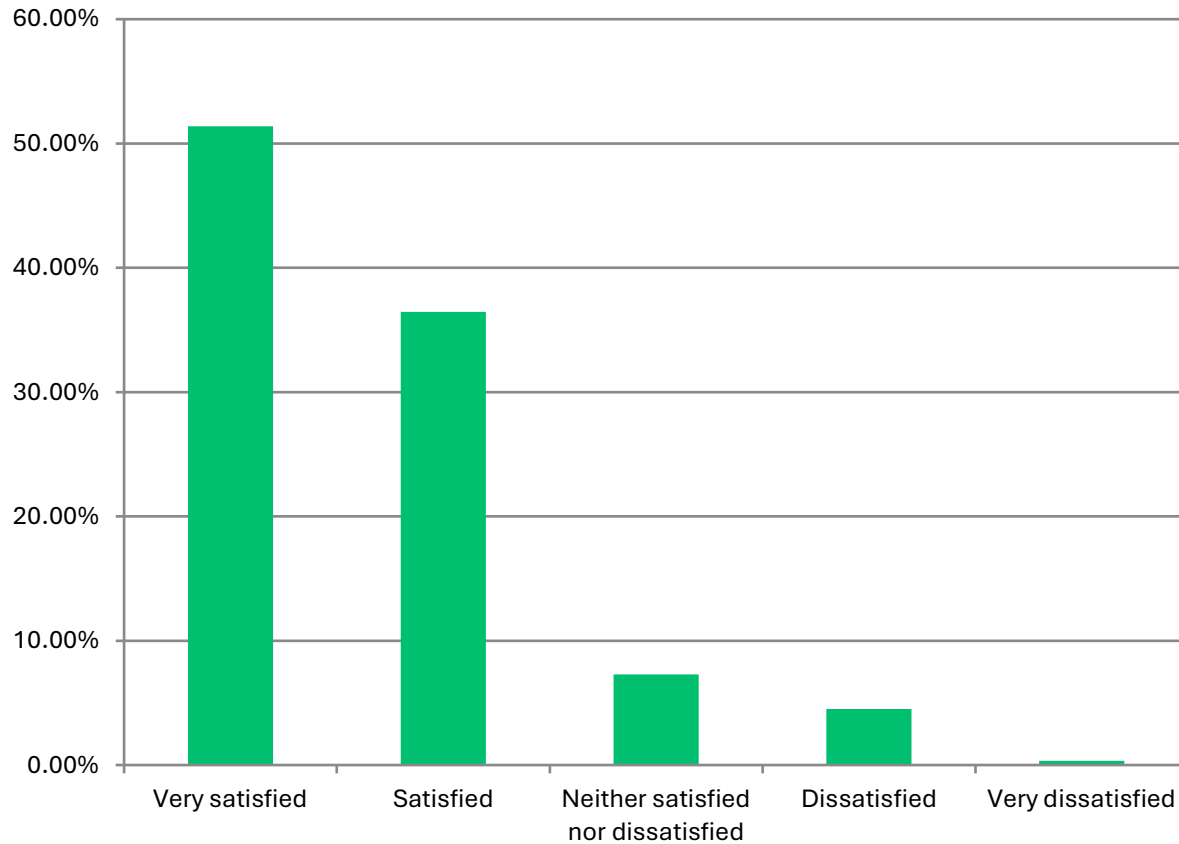
September 2025

Answer Choices	Responses	
Very satisfied	114	39.72%
Satisfied	121	42.16%
Neither satisfied nor dissatisfied	37	12.89%
Dissatisfied	9	3.14%
Very dissatisfied	6	2.09%

October 2024

Answer Choice	Response (Number)	Percentage
5 Star	58	58%
4 Star	34	34%
3 Star	6	6%
2 Star	2	2%
1 Star	0	

# Question 7: In general, are you satisfied with the support you have had from the clinical staff (e.g. doctors, nurses)



## September 2025

Answer Choices	Responses	
Very satisfied	148	51.39%
Satisfied	105	36.46%
Neither satisfied nor dissatisfied	21	7.29%
Dissatisfied	13	4.51%
Very dissatisfied	1	0.35%

## October 2024

Answer Choice	Response (Number)	Percentage
Very Satisfied	57	57%
Satisfied	39	39%
Neither Satisfied nor Dissatisfied	4	4%
Dissatisfied		
Very Dissatisfied		



## Question 8:

**Do you have any suggestions/comments for improvement in the service the surgery provides?**

- Listen to patients
- More people to answer telephone as sometimes after 8.30 in the morning all appointments have gone same with routine appointments at 2 in afternoon
- Communication between employees, first 5 minutes of the consultation are waiting for the doctor to read the notes.
- Reception Staff were rude and arrogant. They didn't show any flexibility or understanding of my situation to retain a sick note so I could retain my wages.
- I think when you know someone needs to come back in for follow up appointments. That these are booked at the time of the consultation. Whether it is with the nurse, paramedic or doctor. This way patients don't have to navigate through the ring for an appointment system and miss out.

# Question 8: Appointment comments

- Make out of hours appointments for workers. Make getting appointments at a time when workers can get them, I e, not during the day when they are at work.
- More appointments and not to expect working people to phone at 2 pm , we can't all stay on the phone due to working !
- Put available appointments back on line
- Make it easier to get appointments
- Difficult to get emergency appointments, re directed us to walk in Center or call the following day even if I call before 9am for an appointment. If they can Accommodate all emergency appointments on the day rather than asking to go to out of hours. It is frustrating to go to walk in Centre waiting for long hours or wait for another day. Especially if you are anxious about your health.
- Have more appointments
- Make it easier to book an appointment, I call at 8 and by the time I get through they're all gone
- More appointments please, not an emergency but been trying for over 2 months now to get an appointment online.
- Make appointments more easier to book and more readily available for book times not from only 2pm. Maybe offer app booking
- Only the phone. I find it easier to walk in and make appointment
- To make appointment booking more easier.
- 1) Being only able to book an appointment at 2pm is restrictive and I often forget to call, then the appointments have gone. Can this be changed? 2) I generally always see a different GP when I book an appointment, they all have different ways of working and I have found one or two to be amazing & thorough, whereas others have made me feel silly for attending. Seeing the same GP would be better, they understand the background and medical history. 3) I don't know who my designated GP is? How do people find out? On a positive, the NHS is really good!
- I imagine I'm not the first to say that the 2 week non emergency system isn't working for me. I often only get these appointments by chance or luck . I can't imagine what it must be like for an elderly person or someone with a learning disability . When the system goes live it's a real free for all and for those who are at work we cant be hovering over a laptop. Unless I'm missing something there must be a better way to do this . On the positive side I've always found the receptionists to be very helpful. It makes a refreshing change from the horror stories from other people's GPS surgeries tales of desk Rottweilers !
- It would be helpful to have access to other contact methods for medical staff as appointments are obviously impossible to book
- I struggle to get appointment for class 2 taxi medical, I try to stay loyal, but earlier this year I had to go elsewhere as unable to get appointment
- staff need to be more knowledgeable when giving results re Blood tests etc.Very difficult to make an appointment by phone if one calls dead on 2pm you are about 10th in the queue or all appointments are gone don't understand how this is possible.May I say I have found that Dr Elliott is the most caring and efficient Dr at the surgery in my experience.

# Question 8: Appointment comments

- Would be good if the doctor followed up with the referrals discussed...I've waited 6 weeks I've waited for an urgent appointment and was told to contact the hospital appointment service and they told me they have not had a referral from my doctor..we contacted the surgery and was told a doctor would call that was nearly 2 weeks ago still no phone calls.
- Make out of hours appointments for workers. Make getting appointments at a time when workers can get them, I e, not during the day when they are at work.
- It would be nice if Kirkland's could bring back the online appointment booking system. Less stress and quicker.
- The arrangement for long term appointments is extremely poor and a two week ordinary appointment is outrageous. I suspect that this will go further down hill with Email and no doubt AI! These machinations and electronics remove an already poor service to be replaced with a totally impersonal system. Very disappointed 😞
- I do think that we should be able to come in like we use to be able to to make an appointment because the time you can call and actually get through the appointments have already gone so you've got to try the next day and sometimes days after.. and it's ridiculous that you have to book up 2 weeks in advance to see a doctor your probably gona be better by then or any symptoms etc would have cleared up. Bring back the old system of making and having appointments
- More available appointments for patients not such a long waiting list .
- Since Covid the very limited number of appointments released at 2pm is frustrating. It's not always easy to make the deadline and if you miss it, you've no hope of getting an appointment. I've had occasions where the GP asks to see you again and you still can't book an appointment other than by this 2pm deadline. Why can't the appointment system go back to pre Covid days?
- When attending an appointment at the surgery..if the doctor or nurse is running late then we ought be informed and not just left waiting and wondering how much longer
- Improve the appointment system its dreadful also two weeks to get an appointment is far too long
- Get more Doctors and and more appointments
- Older people who try to go on line appointment s always gone ?
- Not happy with the 2 week appointment window system but understand it must be difficult for staff to juggle especially during holiday/sickness absence periods.
- better/more appointment times
- Give a bigger time slot for phoning for appointments as I've tried at 2pm several times and appointments are gone.
- Have had some hit and miss help from GP's on occasion but on the whole the GP's and all staff are helpful. I think it is just the booking system I find frustrating especially if you want to see a particular doctor. As I work in a school it is not possible to call at 2pm it is hard to get an appointment. Overall though I am happy with the services the surgery provides.
- The appointments system just feels broken - it's next to impossible to get through and then you get 'try again tomorrow'. My wife has a chronic illness and it's no easier for her either, there doesnt seem to h any kind of prioritising. Are people clogging up appointments for things that they don't need the doctor for?

## Question 8: Appointment & Prescription comments

- Apart from allowing dogs and far more flexibility with appointments its far to structured and the online needs sorting so you can book a appointments through the app so you can see what dates are available would be far more helpfully to my circumstances.
- Only 1 comment it would be nice if you could get an appointment within a couple of days of ringing not 2weeks later and then find it is all booked up and you have to wait another 2 weeks.
- More appointments
- Once I get through the service is good, however calling at 2pm on the dot for an appointment can be frustrating. I had tried on 4 separate days to get an appointment and even when I called as the clock struck 2pm, the system said there were no available appointments and one day it said we cannot put you through now. Also I can't always call at 2pm when I'm at work.
- Better choice of appointments & how you book them
- Let patients make appointments when they request. Get rid of this after 2pm
- Would it be possible to get a non emergency medical appt in a week rather than 2 weeks?
- I would think my only comment here will be the same as most people - the frustration of actually trying to get through to request an appt really needs reviewing. You can never find an appt on line to see a GP, but booking other services are fine.
- More opportunities for face to face consultations. Telephone and online consultations are often inadequate.
- Repeat prescriptions : I've got a really issue Erth placing a request to find that it's not been agreed by the surgery when I go to the pharmacy 5 days.later. someone has decided that they know the reasons why I've made a request & basically denied me my request & hasn't even bothered to inform me. There are genuine reasons why I make a request. I've even raised this in my request for medication to be informed & haven't been informed. This has resulted in me being without medication.
- Please let patients have their prescriptions a week before going on holiday rather then 2 days because full timers dont always get chance to collect the prescriptions which is why they put them in earlier then stated!! Im having to go on holiday with no medication because ive been told I can't have it untill 2 days before I go. I work full time and can't get there 2 days before.

## Question 8: Clinical Comments

- More available appointments more nursing staff bloods well woman triage minor ailments
- Yes some doctor lack empathy, I have recently come in with a concern and was made to feel stupid or inferior. When people need support most this is not helpful in the slightest, I have found previous doctors at the surgery to be amazing recently some of them have forgot the real meaning of what being a doctor means.
- Would be nice that all your notes are read before someone calls you so you don't have to go over everything again
- All I was given was a print out from google about my issue. No advice was given
- I've found that in recent months, issues with my health have triggers hospital of surgery visits, medication perscribed, but very poor follow up later. Medication gets completed, but the symptoms persist but no there is no subsequent follow up.
- Extremely dissatisfied, massively with last 2 appointments with one of the male doctors at the surgery. Have been with the surgery for such a long time and all the other doctors have been amazing. Not sure what the issue is with this particular doctor but really un empathetic and felt he didn't care about my mental wellbeing and was just trying to get to next patient. I never complain about anyone but am in the process of a complaint email due to the severity of this particular male doctor. Absolutely disgusted.  
please note all other staff at the surgery have been amazing from the doctors and reception team and would like to thank them for all there amazing work and support over the years.

## Question 8: Patient experience

- Some non clinical, have different approach and attitudes, need to learn customer skills from good ones. Having said that all can be ok, you just know who you would prefer. Meant to be helpful not a criticism. Thank you
- Learn some customer service and maybe communicate to the doctors before sending me in for in what to do only to receive a message from the doctor telling me to do the opposite. If your not a doctor don't give me advice that messes up my appointment/treatment
- It would be helpful if you can see that same doctor on each visit, instead of having to explain your problem to a different doctor.
- If I get a call back and want to speak to a doctor I would like to speak to a doctor, not someone else.
- I would like face to face consultations and NOT phone consultations with a Doctor
- To look at the age of the person you are talking to and u detest and that not all elderly people can take things in as quickly as the younger generation. Explain more slowly and clearly when communicating
- answer the phone quicker being in a queue for a long time is boring.
- Provide friendly reception staff, staff who want to help patients and not give them constant attitude
- Usually things are good but I wanted to check an email I sent in last week had been received, the receptionist couldn't answer, she could only see it wasn't on my records and I couldn't get through to a secretary.

# Positive comments

- generally happy with the service I get, wait times are a bit long sometimes but have to accept that
- In my experience I have not any reasons for improvement. I have always been treated well
- hi,i think if you are supporting call back service that is very helpful for patients,thanks
- I have always been seen on an emergency appointment if iam ill,but I do know if you want to book an appointment with a doctor, some times it can be hard,but now adays they are overwhelmed with patients , they are a small practice,and I hope it stays that way.
- Keep going. And introduce wellman checks x
- As I'm a New Patient but so far every thing has gone well the team are very friendly pleasant and very helpful
- Not really. It's a really good surgery. Of course getting through on the phone is a problem but I live close so always go in to make any appointments.
- Always top notch!
- No, in my opinion it runs perfectly
- No, if it's a real emergency you are always given the best possible options. Mind you we've been going there since the 1970's and have seen lots if changes
- I have found everyone in the practice have been very helpful.
- Please don't change as you work brilliantly.
- The staff are always friendly, professional and helpful.
- As an ex GP Receptionist I understand the pressures of running a Surgery and as far as Kirklands goes they do an excellent job considering.
- Don't change listening to people and their experiences with their doctor surgery's you are the best
- The staff are very kind and understanding

# Positive comments

- Staff are always friendly and professional. When you hear horror stories in regards to doctor receptionists I have never experienced this with the staff but getting through on the phone is difficult. This is mostly due to the 2 hour lunch telephone break that is not helpful and makes getting through even more difficult.
- Sadly I have to use your services so much this year. You are all wonderful. I thank all so very much.
- Happy with the service provided
- From my point of view your service is first class
- They've got it cracked. Well done.
- Very satisfied
- No I think the surgery is excellent just the way it is
- None. All the staff are friendly.
- In my experience I have not any reasons for improvement. I have always been treated well
- Having worked in OOH service for many years, the public can be very demanding. I always try to treat all staff politely thanking them for their help. A smile goes a long way. I have never had a problem with the services I receive from Kirklands including my recent knee replacement which required me to seek assistance. Kirklands give me a high standard of care. Many thanks to all staff
- Thankfully I do not use the doctors very often, but have no problems & I let family & friends know my experience.
- no,keep up the good work\*\*
- You do a great job thankyou
- No it's always very professional and friendly
- As a family we can only praise all the GP's and staff at Kirklands who provide the best care/service as we fully appreciate the pressures which they are under.
- No as the service is the best ive ever had
- None. All the staff are friendly.



## Other

- Email and E consult would be useful had I known. Photos of skin troubles should be useful.
- Please bear in mind that not all your patients are able to deal with online services (me included).
- Please keep e-consult. It is so good being able to get help that you know will be read and get a response within 48 hours. Saves wasting time with possible unnecessary appointments
- Pre covid service
- I fully appreciate they get a lot of people giving grief everyday but they could be a little nice on the phone not everyone is getting annoyed with them sometimes we just want help
- When my baby's jabs were scheduled the surgery didn't tell us. I only found out they'd been automatically booked because I called up to book them in! Make sure you tell people when something has been booked for them please!
- don't change the way you book an appointment coming in the surgery early in the morning works well and in my experience I have always seen a doctor the same day.
- Looking forward to be able to book appointment on line
- After visiting your surgery recently re the sensitive topic of my mother dying at 52 of breast cancer and asking about a mammogram for my 50 year old self. I received a generic, impersonal response that I would receive a call before my 53rd birthday. A distressing message because my mum never made hers. Perhaps a more personal approach could be considered for sensitive topics.
- Slightly concerned that a blood test from last year (2024) appears to have indicated a deficiency of Vitamin B12 but this only appear to have been noted (and acted upon) this summer.
- I may need help to change systemonline to your new format.

## Other

- If you ask patients to do home blood pressure monitoring daily. Make sure that there is instructions with blood pressure monitor and the blood pressure monitor works ok.
- Get it together
- Please don't switch to a contact system entirely computer based. Some of us are not computer literate and struggle to do online tasks.
- a cycle stand where i can lock my bike when i come would be nice
- Stop merging with other clinics as its busy enough
- The nurses are amazing, but I would like to ask that if someone is trying to book more than one injection they try to do them at the same time and not split over several appointments as this can save a lot of time! I am also not satisfied with they way Dr Whyte-Venables does not listen when you are trying to explain something and she ignores your concerns
- Hopefully see a Doctor
- Some of the notices on the board in the waiting are difficult to read due to the mixture of colours used, I am colour blind and have difficulty with the mix used.
- It would be nice to not feel like I'm a naughty child when spoken to at times!
- Not enough access to contact via online or communication via wasapp etc .
- I have stated very satisfied for this occasion due to the politeness of the receptionist and understanding of the GP. In the past the GP dealing with my HRT concerns did not have a clue and the receptionist have been rude. I am signed up to systm online but it is not as useful as it once was, not being able to book an appointment etc. Trying to get an appointment can be soul destroying