

Completion time	Email	Thinking about your most recent experience of our services, How likely are you to recommend Library House Surgery to friends and family if they need similar care or treatment?	Please tell us why you gave that response
01/12/2023 17:22	anonymous	Unlikely	Can't get an appointment
04/12/2023 08:09	anonymous		
04/12/2023 14:59	anonymous	Likely	
04/12/2023 14:59	anonymous	Extremely likely	
04/12/2023 14:59	anonymous	Extremely likely	She was brilliant with my daughter
04/12/2023 14:59	anonymous	Extremely likely	
04/12/2023 14:59	anonymous	Likely	
04/12/2023 15:00	anonymous	Extremely likely	Excellent service
04/12/2023 15:00	anonymous	Neither likely or unlikely	
04/12/2023 15:00	anonymous	Likely	Happy with the service
04/12/2023 15:00	anonymous	Extremely likely	
04/12/2023 15:00	anonymous	Extremely likely	Very helpful and understanding
04/12/2023 15:00	anonymous	Likely	
04/12/2023 15:00	anonymous	Neither likely or unlikely	Well this condition has been going on for a long time now and every time I go to doctors something else is wrong!?! X
04/12/2023 15:00	anonymous	Extremely likely	Very nice and understanding
04/12/2023 15:00	anonymous	Extremely likely	Doctor listened and treated accordingly.
04/12/2023 15:00	anonymous	Extremely likely	Very efficient friendly service
04/12/2023 15:00	anonymous	Extremely likely	Lovely staff cannot fault
04/12/2023 15:00	anonymous	Extremely likely	
04/12/2023 15:00	anonymous	Unlikely	Hard to make
04/12/2023 15:00	anonymous	Neither likely or unlikely	Hard to get a doctors appointment
04/12/2023 15:01	anonymous	Extremely unlikely	I arrived ten minutes early for my appointment and was eventually called in over an HOUR later. Totally unacceptable.
04/12/2023 15:01	anonymous	Extremely likely	Pleasant staff, and nice clean environment.
04/12/2023 15:01	anonymous	Extremely likely	Friendly & helpful reception staff and the medical staff are very knowledgeable and professional
04/12/2023 15:01	anonymous	Extremely likely	Pleasant staff, and nice clean environment.
04/12/2023 15:01	anonymous	Unlikely	Waiting over an hour for my 6 year old son to be seen with a doctor. And I was only in 5mins with the doctor. I understand appointments run over but this was unbelievable making my son wait that time in a waiting area.
04/12/2023 15:01	anonymous	Extremely likely	I was treated in a professional and caring way.
04/12/2023 15:01	anonymous	Extremely likely	Lovely staff good friendly service
04/12/2023 15:01	anonymous	Likely	Got an appointment in reasonably good time and doctor answered my questions
04/12/2023 15:01	anonymous	Extremely likely	I always receive prompt and efficient service Thankyou

04/12/2023 15:01	anonymous	Extremely likely	Excellent service and compassion from Dr Morris
04/12/2023 15:01	anonymous	Neither likely or unlikely	Impersonal service.
04/12/2023 15:01	anonymous	Likely	
04/12/2023 15:01	anonymous	Neither likely or unlikely	I can not get. To see a doctor
04/12/2023 15:01	anonymous	Extremely likely	The nurse I am seeing is very kind helpful explains things clearly Thank you
04/12/2023 15:01	anonymous	Extremely likely	
04/12/2023 15:02	anonymous	Likely	Receptionists are very understanding, they ask the right questions and match you with a doctor that's the most appropriate. Big appreciation for David Groves who was kind and friendly. Doctors are amazing and treat accordingly
04/12/2023 15:02	anonymous	Extremely likely	Friendly staff, good service ☺
04/12/2023 15:02	anonymous	Extremely likely	The Dr was really helpful, she understood my condition and referred me.
04/12/2023 15:02	anonymous	Extremely likely	I was seen on time and the nurse was friendly and supportive and efficient
04/12/2023 15:03	anonymous	Extremely likely	
04/12/2023 15:03	anonymous	Likely	Listened to and helpful advice
04/12/2023 15:03	anonymous	Unlikely	I asked the receptionist if I was eligible for the flu and Covid jabs and she said I was. When I got to my appointment I was told I wasn't eligible.
04/12/2023 15:03	anonymous	Likely	I was quite satisfied with the explanation of my condition
04/12/2023 15:03	anonymous	Likely	Receptionist helpful when my computer appointment didn't connect!!!! Nurse fitted me into her schedule for blood test.
04/12/2023 15:04	anonymous	Extremely likely	An extremely excellent environment when entering the surgery and the new set up is very informative with competent staff to help.
04/12/2023 15:04	anonymous	Extremely likely	Because you are always so nice and you always answer any questions I may have thank you .h
04/12/2023 15:04	anonymous	Likely	
04/12/2023 15:05	anonymous		
04/12/2023 15:05	anonymous	Likely	Practice staff from receptionist to ANP to GP were thorough, compassionate and had time to listen.
04/12/2023 15:05	anonymous	Extremely likely	Although at times it is hard to get an appt with my Dr. When I do I get the service I need and any follow ups I need I am well satisfied with my sugery
04/12/2023 15:05	anonymous	Likely	Dealt with promptly and efficiently. Thank you.
04/12/2023 15:05	anonymous	Extremely likely	I Found the nurses and Dr Colvin to be very efficient, I had a phone call from the nurse to say that my thyroid tablets may need altering but after talking to Dr Colvin she said it wasn't necessary as there was only a slight difference in my results
04/12/2023 15:05	anonymous	Likely	It was quite good service but the waiting time could be better

04/12/2023 15:06	anonymous	Extremely unlikely	You cancelled my appointment but failed to notify me.
04/12/2023 15:06	anonymous	Extremely unlikely	<p>Late to appointment, so when I've been calling reception to see why I've not had my appointment after waiting 20 mins for a call, the nurse called me and it went to VM as I was on a call to reception.</p> <p>VM stated that I could ring up reception and see if she was free, if not I'd need to rebook the appointment. I rang reception and after waiting over 40 minutes got through to be told nurse not free and only thing that could be done was a message. I was audibly upset and as such I think that's the only reason I was called back.</p> <p>When the nurse rang in her break she made a point to state 'I've rang you in my break' as if that made anything at all better.</p> <p>I'm newly diagnosed with type 2 diabetes, I'm struggling in my personal life, stressed out to the max and to be told 'well being only 25 and diagnosed with type 2 isn't exactly good' (or something along those lines) was just the cherry on top of a rather awful few months. I know it's not good. That's the whole reason I've been going to the doctors to get my health in line. I feel like there's no support.</p>
04/12/2023 15:07	anonymous	Extremely likely	Appt , seen early, honest discussion , medication provided.
04/12/2023 15:07	anonymous	Likely	I'm happy with the services provided
04/12/2023 15:07	anonymous	Extremely unlikely	<p>Have had to wait over 1 hour on phone to make an appointment tried to see doctor. Told I had an appointment with a muscular specialist . Asked specifically if the nurse could prescribe meds and do referrals and said yes. Had appointment and needed pain management medication and once again the nurse was not able to do this. This is the third time I have had appointments with nurses instead of a doctor and had to see a doctor afterwards as they could not help me. Feel like you have got too many patients for the amount of doctors and constantly using nurses against the requests of patients. Not enough appointments and the telephone system is ridiculous.</p>
04/12/2023 15:08	anonymous	Extremely likely	Appointment was on time and undertaken professionally

04/12/2023 15:08	anonymous	Likely	I tend to get seen with a ACP or a junior doctor and he couldn't help me with the menopause and my HRT, I ended up having to say can we up the dose on the gel and he had to ask another GP, I wanted to get my bloods done as I didn't feel right and I was seen by the care assistant who said no I don't need them doing as I had them done a year ago and I know your bloods can change within that 12. Months and I felt so run down
04/12/2023 15:08	anonymous	Extremely likely	Satisfied with the service
04/12/2023 15:08	anonymous	Likely	Appointment was helpful
04/12/2023 15:09	anonymous	Likely	
04/12/2023 15:10	anonymous	Unlikely	Spoke to receptionist in person on sat 25 Nov re BV infection was told someone would contact me on Mon 27 nov, no contact with me so rang surgery at 4.30pm on 28, phone ringing out for 15 mins, was informed after lengthy conversation that a script was sent to pharmacy on 27. Had I not enquired I would not have known that script was awaiting collection. Not good enough, potentially could have been important meds for an urgent condition.
04/12/2023 15:11	anonymous	Likely	Thorough review carried out in a timely and professional manner.
04/12/2023 15:11	anonymous	Extremely likely	Felt very confident with the appointment. I received the medication I needed.
04/12/2023 15:12	anonymous	Extremely likely	Doctors are always very pleasant and helpful and always sort things out for me. Receptionists are very helpful too.
04/12/2023 15:12	anonymous	Extremely likely	I saw Sister Heather Walmsley. She is always so welcoming and very caring and always happy to answer any questions .
04/12/2023 15:12	anonymous	Extremely likely	Good to see my GP and discuss growing concerns and receive advice and information
04/12/2023 15:13	anonymous	Likely	The doctor was extremely helpful and friendly.
04/12/2023 15:13	anonymous	Likely	
04/12/2023 15:14	anonymous	Extremely likely	Caring friendly doctor
04/12/2023 15:14	anonymous	Likely	Easy way of booking appointment and friendly consultation
04/12/2023 15:16	anonymous	Extremely likely	Patient centred caee
04/12/2023 15:17	anonymous	Extremely likely	
04/12/2023 15:19	anonymous	Extremely likely	Dr Cairns was thorough in assessing and responding to my problem
04/12/2023 15:26	anonymous	Neither likely or unlikely	Prefer them to decide themselves
04/12/2023 15:28	anonymous	Extremely likely	Everyone has been really helpful.
04/12/2023 15:31	anonymous	Neither likely or unlikely	Person I saw was not really able to understand my problems. Gave me advice and medication which have not resolved the problem.
04/12/2023 15:33	anonymous	Extremely likely	Always experience a trouble free visit
04/12/2023 15:35	anonymous	Likely	In on time happy with appointment

04/12/2023 15:35	anonymous	Extremely likely	All the staff work really hard to provide the best healthcare service possible.
04/12/2023 15:36	anonymous	Extremely likely	Friendly staff, and treated respectfully. I have had all my jabs and never had a bad experience! Thanks Everybody 🙏🙏xx
04/12/2023 15:37	anonymous	Likely	Appointment on time very Happy with. Thanks
04/12/2023 15:38	anonymous	Extremely likely	Friendly staff, neat, clean and tidy.
04/12/2023 15:39	anonymous	Extremely likely	My Doctor was kind, courteous, sympathetic and I didn't feel rushed. I felt that all my issues were resolved and that I was treated in the best possible experience.
04/12/2023 15:39	anonymous	Extremely likely	I have received great support from all the team in treating me and making appointments whenever I have needed. Thank you!
04/12/2023 15:43	anonymous	Likely	
04/12/2023 15:43	anonymous	Extremely likely	Nurse Practitioner was kind and helpful caring and knowledgeable
04/12/2023 15:45	anonymous	Likely	Very pleasant and helpful
04/12/2023 15:49	anonymous	Neither likely or unlikely	Very good friendly gp.
04/12/2023 15:50	anonymous	Extremely likely	Appointment on time very efficient
04/12/2023 15:51	anonymous	Likely	
04/12/2023 15:55	anonymous	Extremely likely	Ran to time. Fit me in when requested. Lovely staff
04/12/2023 15:56	anonymous	Extremely likely	I made an appointment and was seen within 45mins
04/12/2023 15:59	anonymous	Extremely likely	The staff are friendly and professional
04/12/2023 16:00	anonymous	Likely	Because the person I saw was very helpful
04/12/2023 16:02	anonymous	Extremely likely	Excellent care by nurse practitioner I saw who spotted a potential serious problem and sought day on call GP advice from Dr Tipper which I followed and now in the safe hands of Chorley hospital having tests
04/12/2023 16:07	anonymous	Extremely likely	
04/12/2023 16:07	anonymous	Extremely likely	can't find any faults not to.
04/12/2023 16:10	anonymous	Likely	
04/12/2023 16:16	anonymous	Extremely likely	Was made to feel welcome and found the staff very helpful
04/12/2023 16:16	anonymous	Extremely likely	I was put at ease and felt comfortable
04/12/2023 16:18	anonymous	Extremely likely	
04/12/2023 16:24	anonymous	Extremely likely	Prompt and courteous service
04/12/2023 16:27	anonymous	Neither likely or unlikely	Appointments are very difficult to arrange
04/12/2023 16:31	anonymous	Extremely likely	Professional service and approachable staff.
04/12/2023 16:33	anonymous	Extremely likely	The surgery is always very helpful
04/12/2023 16:33	anonymous	Likely	I think the staff do their best to accommodate the patients. But some things could do with improving. Such as communication passing on information.
04/12/2023 16:34	anonymous	Likely	I've been with this surgery for coming up 4 yrs and up to now never really had any problems.
04/12/2023 16:41	anonymous	Likely	
04/12/2023 16:41	anonymous	Extremely likely	Perfection

04/12/2023 16:43	anonymous	Extremely likely	A positive experience all round.
04/12/2023 16:47	anonymous	Extremely likely	It was all OK.
04/12/2023 16:48	anonymous	Extremely likely	Staff always helpful & understanding prepared to listen putting patient at easy
04/12/2023 16:50	anonymous	Extremely likely	Excellent doctor.
04/12/2023 17:09	anonymous	Extremely likely	Pleasant and helpful staff and appointments running to time
04/12/2023 17:12	anonymous	Extremely likely	Everything generally is brilliant at Library House but my last visit left me a little underwhelmed as my condition had been brushed over as it had improved a little
04/12/2023 17:17	anonymous	Extremely likely	Very polite , helpful on the phone. Proactive on getting the best help for your particular needs.
04/12/2023 17:20	anonymous	Extremely likely	The doctor was very warm and easy to talk too
04/12/2023 17:23	anonymous	Likely	Good, speedy service
04/12/2023 17:28	anonymous	Extremely likely	Dr Cairns listened carefully, suggested best course of action with reasons clearly explained and possible next steps. May sound daft but I felt emotionally counselled as well as physically treated. Thanks ever so!
04/12/2023 17:32	anonymous	Extremely likely	Excellent GP very caring and efficient not very often you see this staff are lovely and very helpful
04/12/2023 17:33	anonymous	Likely	Good service and good GP's
04/12/2023 17:34	anonymous	Likely	Quite happy with service and my experience has been good
04/12/2023 17:38	anonymous	Unlikely	I was say waiting for 1 hour
04/12/2023 17:38	anonymous	Extremely likely	
04/12/2023 17:49	anonymous	Extremely likely	The team are efficient and thoughtful
04/12/2023 17:53	anonymous	Extremely likely	I would recommend because Doctor Cairns is basically brilliant and doesn't mess about. I was in and out in less than 10 minutes
04/12/2023 17:55	anonymous	Extremely likely	Iv been satisfied when iv rung the surgery,it would be better if we could see a GP more when necessary..
04/12/2023 18:02	anonymous	Extremely likely	Very professional
04/12/2023 18:02	anonymous	Extremely likely	I got out alive
04/12/2023 18:03	anonymous	Extremely likely	Smooth swift operation
04/12/2023 18:03	anonymous	Likely	Helpful reception staff & like the appointment system of not necessarily needing to see a doctor if a health practitioner for example could deal with issue
04/12/2023 18:03	anonymous	Likely	
04/12/2023 18:03	anonymous	Extremely likely	
04/12/2023 18:04	anonymous	Likely	I was seen quickly
04/12/2023 18:05	anonymous	Likely	Got sent for a blood test and the doctor called me to explain the results.
04/12/2023 18:05	anonymous	Likely	The doctor I saw listened to what I said and had read my previous notes. She referred me for a scan which I was thankful for.

04/12/2023 18:05	anonymous	Extremely likely	Dr Beeley was very welcoming, helpful and informative.
04/12/2023 18:05	anonymous	Extremely likely	I have always found the staff helpful, polite and easy to get along with. The doctors are understanding, and sympathetic to my needs and worries, and treat me with respect and care.
04/12/2023 18:06	anonymous	Extremely likely	Dr Gaskell was very thorough and a very nice person ,and very easy to talk to.
04/12/2023 18:07	anonymous	Neither likely or unlikely	I am happy with the help I get from the surgery but do not hear about other surgeries to make a comparison
04/12/2023 18:14	anonymous	Unlikely	The past 4 times I have been to Libary house I have been told it is "viral" for my son. This has then resulted into him being admitted to Royal Preston Hospital 3 times and Chorley Hospital once to be sent home with antibiotics that it is not viral
04/12/2023 18:15	anonymous	Likely	the experiance of waiting for someone to answer the phone when making the appointment was frustrating but the call handler was courteous knowledgeable and patient. I wish I could book appointments online for GP At the appointment itself ,I didn't have to wait too long to be seen and Dr Richardson was very kind and didn't make me feel rushed in any way
04/12/2023 18:21	anonymous	Extremely likely	The nurse was extremely competent. She had checked my blood test With a doctor and identified that my salt level was low. I am now able to rectify this.
04/12/2023 18:21	anonymous	Likely	Prompt and efficient appointment
04/12/2023 18:22	anonymous	Likely	The Doctor who I now see (she is new ) is very personal, listens and takes action. She is honestly the best GP I have sen for many years.
04/12/2023 18:22	anonymous	Extremely likely	Positive experiences throughout my time as patient
04/12/2023 18:22	anonymous	Extremely likely	Helpful staff
04/12/2023 18:25	anonymous	Neither likely or unlikely	I had a message saying I had an appointment following my hysteroscopy and when the doctor rang me she didn't know why she was ringing me. I've now been waiting 9 weeks for the results from my biopsy. I went to the doctor for abnormal bleeding and was referred to the hospital. I had a coil fitted and this has made no difference to my symptoms at all. The doctor on the phone appointment said I was under the gyno unit at the hospital. I rang the hospital and was told I had to go back to my doctor for a rey. So I'm at a loose end

04/12/2023 18:29	anonymous	Neither likely or unlikely	It's up to others to decide. Trying to get an appointment to see a doctor is almost impossible. When you do actually see a doctor the service is good
04/12/2023 18:29	anonymous	Extremely likely	Always so helpful when I phone ,and willing to help in any way they can
04/12/2023 18:30	anonymous	Likely	The senior practitioner listened, examined me took a swab, prescribed cream and contacted me within a week with the result
04/12/2023 18:33	anonymous	Extremely likely	All the staff made my appointment run smoothly and quickly
04/12/2023 18:47	anonymous	Extremely likely	The doctor was great. Was friendly, explained everything to me, gave me advice etc.
04/12/2023 18:55	anonymous	Extremely likely	Because they are always willing to listen
04/12/2023 19:00	anonymous	Likely	Once you get an appointment the service and support is excellent
04/12/2023 19:08	anonymous	Extremely likely	
04/12/2023 19:16	anonymous	Extremely likely	On time this appointment
04/12/2023 19:46	anonymous	Likely	I was examined promptly and thoroughly
04/12/2023 19:49	anonymous	Extremely likely	Incredibly good service from Heather, taking further steps to investigate the cause of symptoms with such a friendly and caring nature.
04/12/2023 20:03	anonymous	Extremely unlikely	<p>(separate issues, one head and eye issue other an ankle issue both unrelated). Last visit I think was 23rd November, and it was extremely disappointing. The ANP wouldn't give me the time of day, kept interrupting me when trying to explain, acting from the get go before I've sat down like I'm an inconvenience. Tried fobbing me off without giving any kind of diagnosis which is a common theme at your practice. Advised I was unhappy as this keeps happening, so GP came in too. They were just as ratty and huffing and puffing.</p> <p>Regards my ankle the MSK physio I saw Cathal was similarly disinterested as soon as I entered with this undiagnosed long standing issue I've had and had. Still awaiting any kind of diagnosis attempt on my ankle issues other than "do these stretches".</p> <p>I know my body and I know there is damage to the inner of my ankle specifically I would say, I just want a scan and someone who knows what they are looking at to help diagnose so I at least know where I'm at.</p> <p>Very disappointed with NHS at the moment, it's a common theme in my life after your contribution to my mother's death at 47 years old in my opinion, issues my partner has had with traumatic and shocking aftercare following a traumatic birth, and not to mention the</p>



04/12/2023 20:16	anonymous	Extremely likely	Not easy to get through on the telephone but when you do, they are very polite and professional.
04/12/2023 20:20	anonymous	Likely	Helpful & understanding staff.
04/12/2023 20:29	anonymous	Neither likely or unlikely	The experience was good on the day but trying to get an appointment is very difficult. I should have had that appointment every year but hadn't had it since 2019.
04/12/2023 20:38	anonymous	Extremely likely	
04/12/2023 20:48	anonymous	Likely	Helpful staff and good telephone access with new system
04/12/2023 20:49	anonymous	Unlikely	Struggle to get appointments, can never get through by telephone
04/12/2023 21:23	anonymous	Likely	I was treated well by the nurse the surgery is nice and clean
04/12/2023 21:30	anonymous	Extremely likely	
04/12/2023 21:51	anonymous	Unlikely	
04/12/2023 22:11	anonymous	Extremely unlikely	Never get an appointment with a doctor, always nurse practitioners. More nurse practitioners than doctors at the surgery. Standard of care has declined massively since the founding partners have left
04/12/2023 22:22	anonymous	Extremely unlikely	Being told to take paracetamol and ibuprofen 4 x a day for 6 weeks, when not in continuous pain, before being able to be referred to breast clinic. I am also asthmatic. When explained that I had 2 different infections within 2 months and would like to be checked over, I was told that I could only be treated for the symptoms I had booked the appointment for. Whilst I appreciate that antibiotics should not be taken when not needed I certainly do not want to have to take them regularly, I would appreciate a holistic approach.
04/12/2023 22:42	anonymous	Extremely likely	Pleasant personnel, helpful and knowledgeable
05/12/2023 06:34	anonymous	Extremely likely	always happy with Library House. Front of house staff are excellent
05/12/2023 08:57	anonymous	Extremely likely	
05/12/2023 09:12	anonymous	Likely	Although I got to see someone about my problem and had it solved it was not shall I say the preferred solution
05/12/2023 10:35	anonymous	Extremely likely	Everything goes smoothly and review safe done regularly Patient feel cared for
05/12/2023 10:55	anonymous	Extremely likely	Punctual and professional.
05/12/2023 11:04	anonymous	Extremely likely	Excellent response as usual
05/12/2023 12:29	anonymous	Likely	Found everyone very polite and helpful. Just dont like the way water samples are done its to complicated needs better instructions.
05/12/2023 13:21	anonymous	Extremely likely	I feel I am listened to which gives me confidence

05/12/2023 13:35	anonymous	Extremely likely	Very helpful receptionist, sorted everything out for me....Thank you.
05/12/2023 13:36	anonymous	Unlikely	Asked for a gp appointment and could only book an anp appointment that needs to speak to the gp anyway
05/12/2023 14:23	anonymous	Extremely likely	Professional, care, friendly
05/12/2023 16:38	anonymous	Likely	Because it's alright
05/12/2023 17:48	anonymous	Extremely likely	Excellent service at my respiratory review inhalers changed and my breathing has improved feel much better and sleeping better.
05/12/2023 21:00	anonymous	Unlikely	Extremely hard to get appointments
05/12/2023 21:03	anonymous	Extremely likely	Because they are always helpful in an emergency
06/12/2023 01:16	anonymous	Extremely likely	It was easy to book online, sign in on arrival, and the appointment, though delayed slightly because the surgery was busy, was within a reasonable window.
06/12/2023 06:13	anonymous	Extremely likely	Easy to book appointment online. Nurse answered all questions and was very friendly and informative
06/12/2023 08:57	anonymous	Extremely unlikely	Appointment was running almost an hour late And I didn't feel that a full and proper diagnosis was sort after, and the treatment given has has no effect (antibiotics).
06/12/2023 09:51	anonymous	Extremely likely	Grateful for a quick appointment & special thanks to Janine Hall (Advanced Nurse Practitioner) for her expert care & attention during the appointment & subsequent phone call.
06/12/2023 12:10	anonymous	Extremely likely	I was attended to promptly the staff was very nice I
06/12/2023 12:41	anonymous	Extremely likely	You're very well organised
06/12/2023 13:01	anonymous	Extremely likely	

			<p>I have made 6 phone calls this week and only got through to speak to somebody once. I've rung at the times recorded for the department I wanted and told by a machine nobody was available and the call ended, I then waited for over an hour for a call to be answered and nothing, I work and could not hold any longer. I then had to go to the surgery using my lunch break to speak to somebody. I'm aware the NHS is in crisis, but this level of service is not acceptable. I have not been able to request my repeat prescription which includes cancer meds as my exemption has expired and my request for completion not followed through. I can not afford to pay for the amount of medication I have to request.</p> <p>I am venting because I'm frustrated, and completed one of these forms previously, ive had no feedback, so I'm sure this won't be read either. If I acted in such a way in my job I would be put on an action plan, and rightly so. I feel like I'm not being listened to.</p>
06/12/2023 19:45	anonymous	Extremely unlikely	
06/12/2023 20:28	anonymous	Likely	
07/12/2023 02:36	anonymous	Extremely likely	Everything good
07/12/2023 02:37	anonymous	Extremely likely	All ok
07/12/2023 02:37	anonymous	Extremely likely	all ok
07/12/2023 02:37	anonymous	Extremely likely	All ok
07/12/2023 02:38	anonymous	Extremely likely	no probs
07/12/2023 02:39	anonymous	Extremely likely	All ok
07/12/2023 12:12	anonymous	Extremely likely	

07/12/2023 20:48	anonymous	Unlikely	<p>I don't feel the practice is what it used to be. It just looks over subscribed. Staff on reception look noticeably overwhelmed though they do a good job Too much reliance on apps/internet. Some of us struggle to navigate this system.</p> <p>Can't get through on phone I was number 29!</p> <p>No routine appointments for none urgent problems waiting weeks . No continuity.</p> <p>Last GP appointment a complete disaster as from the outset it was about what I wasn't going to be given rather than how I could be effectively helped. Just following some sort of no sense pathway or protocol!</p> <p>Overall pretty dissatisfied. I've had a foot/skin problem for over 12 months and no definitive diagnosis and/or treatment plan.</p> <p>Resorted to private consultation! Even though I have very limited financial resources ... out of sheer desperation. It's becoming not fit for purpose.</p> <p>And we still have those heavy doors at the practice so poor accessibility.</p> <p>It just seems like folk are going through the motions in a broken system.</p>
07/12/2023 21:23	anonymous	Extremely likely	I reply as AD's carer not on her behalf.Brilliant patience and understanding of a patient likely to have ASD & very frightened of medical appts & procedures. Special thanks to Claire M & Megan !
08/12/2023 13:51	anonymous	Extremely likely	Excellent desk staff very polite and helpful
08/12/2023 14:10	anonymous	Likely	
08/12/2023 19:05	anonymous	Likely	Not being able to see a GP is a concern especially when you have a long term condition
08/12/2023 22:42	anonymous	Extremely likely	Staff always good decent with patients no messing
09/12/2023 14:21	anonymous	Likely	I'm happy with the care I have received
09/12/2023 17:00	anonymous	Likely	Efficient service and friendly staff
11/12/2023 07:48	anonymous	Likely	<p>Appt when required. Nurse lovely</p> <p>I do think the length of time to get an appointment for bloods is ridiculous it may not feel urgent to you but to the patient it does.</p>
11/12/2023 09:49	anonymous	Extremely likely	Extremely helpful receptionist who helped answer all my questions
11/12/2023 16:17	anonymous	Extremely likely	
12/12/2023 05:48	anonymous	Extremely likely	Care received
12/12/2023 07:00	anonymous	Likely	
12/12/2023 07:01	anonymous	Likely	
13/12/2023 21:45	anonymous	Extremely likely	Everyone was very helpful
13/12/2023 22:51	anonymous	Extremely likely	Good experience s.
14/12/2023 11:40	anonymous	Extremely likely	

14/12/2023 15:58	anonymous	Extremely likely	Efficient personal service from knowledgeable people
15/12/2023 08:31	anonymous	Extremely likely	
15/12/2023 08:31	anonymous	Likely	On time with appointments
15/12/2023 08:32	anonymous	Neither likely or unlikely	Hard to get appointments
15/12/2023 08:32	anonymous	Extremely likely	
15/12/2023 08:32	anonymous	Extremely likely	Very efficient and on time service
15/12/2023 08:32	anonymous	Extremely likely	Great service
15/12/2023 08:32	anonymous	Extremely likely	The treatment and advice received recently cannot be faulted.
15/12/2023 08:33	anonymous	Extremely likely	Prompt and professional attention.
15/12/2023 08:33	anonymous	Extremely likely	Brilliant service very help full caring staff
15/12/2023 08:33	anonymous	Extremely likely	Veey quick responcer2 my nèeds
15/12/2023 08:33	anonymous	Extremely likely	The Dr was very good and I was on time going in to see her
15/12/2023 08:33	anonymous	Extremely unlikely	Too long to get through on the phone. Thrown off the system, had to arrange a lift to the surgery to speak to reception and then get the bus home. Took half a day. I'm ill and need support, not the hassle I get from library house. Reception staff (not enough of them) doing their best but don't have systems to support their efforts.
15/12/2023 08:33	anonymous	Extremely likely	Attended for a blood test. I was seen very quickly and the phelbotomist was very efficient and friendly. Also Dr Morris is texting me to keep me informed of the blood test results and keeping me updated which I'm thankful for.
15/12/2023 08:33	anonymous	Extremely likely	
15/12/2023 08:33	anonymous	Likely	Really helpful and appreciated.
15/12/2023 08:34	anonymous	Likely	I have been at this. Surgery for many years and am quite happy with the tr I receive.
15/12/2023 08:34	anonymous	Extremely likely	Checked in personally took a seat was seen in 10mins very easy
15/12/2023 08:34	anonymous	Extremely likely	Good customer service
15/12/2023 08:34	anonymous	Extremely likely	Friendly and helpful reception staff and an excellent GP.
15/12/2023 08:34	anonymous	Extremely likely	Very satisfied
15/12/2023 08:34	anonymous	Extremely likely	I was treated with care and compassion during visit by the nurse practitioner, the environment was clean, and welcoming
15/12/2023 08:34	anonymous	Extremely likely	Everyone is very helpful and friendly and efficient
15/12/2023 08:35	anonymous	Unlikely	I would recommend them but I have not received my exercise plan from my appointment
15/12/2023 08:35	anonymous	Extremely likely	Visited for holiday vaccinations. Received appropriate advice from a very friendly nurse

15/12/2023 08:35	anonymous	Extremely likely	I cannot thank the doctor whom I originally saw and also Claire enough. The support and help given made me feel like I was being heard and not just fobbed off. It helped me in more ways than you can imagine. I was treated with care and compassion. I know that some people are saying that the surgery is impossible to deal with but this is definitely not my experience. Thank you
15/12/2023 08:35	anonymous	Likely	The HCA was very friendly professional & efficient.
15/12/2023 08:35	anonymous	Likely	Although it would be nice to see my GP, the lady I saw was very good
15/12/2023 08:35	anonymous	Extremely likely	I rang up late morn and got an appointment that day with an advanced practitioner who dealt with the problem very well
15/12/2023 08:35	anonymous	Likely	I attended for a blood test which was done promptly & efficiently so no complaints on this occasion.
15/12/2023 08:35	anonymous	Extremely likely	
15/12/2023 08:36	anonymous	Likely	
15/12/2023 08:36	anonymous	Extremely likely	You are all brilliant helpfully and kind and I thank you for that and helping me with the lose of my husband x
15/12/2023 08:36	anonymous	Neither likely or unlikely	I can't get a face to face meeting with a doctor
15/12/2023 08:36	anonymous	Extremely likely	Dr Chadwick was extremely helpful and very understanding. Also, I did not have to wait too long to be seen.
15/12/2023 08:37	anonymous	Unlikely	Overall, I feel as though I am battling clinician's to get the therapies I need. Every consultation feels like an argument.  Getting therapy shouldn't leave me feeling depressed and stressed out.  As an NHS staff member I understand the pressures of staff but also understand that many therapies I am denied or persuaded from using are due to budget constraints. The surgery's drug budget is not a patient's problem & should NOT stop them from getting the treatment they require & know will help them in the long term.
15/12/2023 08:37	anonymous	Neither likely or unlikely	Keep getting text not sure which interaction with the surgery they relate too. Very confusing. Be more specific or send less surveys
15/12/2023 08:37	anonymous	Likely	I was able to be seen the same day
15/12/2023 08:37	anonymous	Likely	All staff treat me with respect and give clear explanations of treatment and what you may expect from it and any possible side effects

15/12/2023 08:38	anonymous	Extremely likely	Great and friendly service. Always very courteous and gentle to my needs. I feel listen to and understood.
15/12/2023 08:38	anonymous	Likely	The locum ANP, Kristian, was very helpful and had a great manner
15/12/2023 08:39	anonymous	Extremely likely	I have always been really well looked after by the staff at library House over the last 35 years
15/12/2023 08:39	anonymous	Unlikely	Can never get through on phone
15/12/2023 08:39	anonymous	Extremely likely	Girl on reception was very helpful when booking my appointment, a lot better than it use to ,my appointment was on time only downside they never let me know blood test results,I'm guessing they are ok
15/12/2023 08:39	anonymous	Likely	Prefer it when you saw one doctor who knows your history or has at least had a quick look at your notes before seeing you.
15/12/2023 08:40	anonymous	Likely	The lady I saw was listening to me and helping me find an answer.
15/12/2023 08:42	anonymous	Likely	
15/12/2023 08:43	anonymous	Extremely likely	From the initial call to get an emergency appointment, the practitioner who I saw was very good . Then the receptionist who I spoke to on leaving to arrange a blood test was just amazing when I told her I was anxious about this and the difficulties I come across when when they take my blood so she said she would make notes about my situation so I didn't have to discuss it all as I pass out and need to lie down etc but she made me feel so reassured.
15/12/2023 08:43	anonymous	Neither likely or unlikely	It is extremely difficult to get an appointment with a GP, most other services are very good
15/12/2023 08:43	anonymous	Extremely likely	
15/12/2023 08:43	anonymous	Extremely likely	All staff are brill and helpful, never had an issue
15/12/2023 08:44	anonymous	Likely	The service I received was good and informative
15/12/2023 08:44	anonymous	Likely	Friendly nurse who really listened and explained
15/12/2023 08:45	anonymous	Likely	GP was excellent however the system of booking appointments is a) ring at 8am and hope for the best or b) get an appointment at some unknown future point. It's like a "roll a 6 to start" system which I find a bit nuts
15/12/2023 08:45	anonymous	Extremely likely	I've never had a bad experience

15/12/2023 08:46	anonymous	Extremely likely	<p>Fulfilled the requirements for the telephone booking I requested,</p> <p>The phone call I requested was down as a walk-in appointment which shouldn't have been a walk in. I waited 2 hours to allow the call but nothing, rung the surgery, was a mix up docs end and they rearranged a call for 2 days later</p> <p>Call came 4 hours ahead of stipulated time but I didn't mind as I was available. (Presume they would have rung at the stipulated time had I not answered)</p> <p>Wait times are what they are waiting 2 weeks for a phone appointment hurts a little, I guess every surgery the same.</p> <p>No complaints here mission accomplished</p>
15/12/2023 08:51	anonymous	Extremely likely	<p>This was a follow up appointment with Heather. I felt that Heather undertook a thorough investigation as to whether she thought I had Asthma or not. Heather communicated her conclusions clearly to me, she was very friendly towards me and she took her time to listen to me. I am very grateful for her excellent service. Thank You.</p>
15/12/2023 08:52	anonymous	Likely	<p>Lisa is very efficient and lovely</p>
15/12/2023 08:53	anonymous	Extremely likely	<p>Dr Ralph is great. A fantastic listener who not only took the time to understand my concerns and symptoms but also in terms of the impact they're having on my daily life before offering solution-focussed approaches</p>
15/12/2023 08:53	anonymous	Extremely likely	
15/12/2023 08:54	anonymous	Unlikely	<p>Waiting times on telephone and difficulty when actually trying to get an appointment.</p>
15/12/2023 08:54	anonymous	Neither likely or unlikely	<p>Booking on the day appointments in time order is ludicrous. I have to guess when to ring taking up my time and your busy phone lines. Why unit let people book appointments to suit their work school, work and life commitments. Crazy!</p>
15/12/2023 08:55	anonymous	Extremely likely	<p>As someone who suffers badly from White Coat Syndrome, I was very pleased by the way I was treated on my last visit to the surgery. The nurse I saw (Katy) seemed to understand my anxiety in the situation well, listened to what I had to say and tried to put me at ease which was much appreciated. Dr Chadwick who also briefly attended also listened to my concerns and met my needs. In addition I was seen promptly and treated with respect throughout. As such I would be happy to recommend the surgery based on my experience. Thank you.</p>



15/12/2023 08:55	anonymous	Neither likely or unlikely	I have an on going problem which is not getting any better
15/12/2023 08:58	anonymous	Extremely likely	Always helpful at the front desk. Nurses , advanced practitioners and GPS are good and reassuring with whatever ailments you go with
15/12/2023 09:00	anonymous	Likely	
15/12/2023 09:00	anonymous	Extremely likely	Nurse practitioner effectively dealt with my problem.
15/12/2023 09:00	anonymous	Extremely likely	The receptionist are always helpful and willing to help you
15/12/2023 09:00	anonymous	Extremely likely	Quick response for face-to-face appointment; both receptionist (David) and nurse practitioner (Janine) listened and helped. Thank you.
15/12/2023 09:00	anonymous	Extremely likely	Doctor was excellent
15/12/2023 09:01	anonymous	Neither likely or unlikely	
15/12/2023 09:05	anonymous	Likely	There was a lengthy wait from the time of my appointment (9.00am) until I was called (around 9.40am). I was in good time for the appointment arriving at around 8.50am.
15/12/2023 09:08	anonymous	Likely	I have just had blood tests etc carried out. I hadn't long to wait for these and I was pleased with the response from my phone call with Dr Delaney. She really listened and organised these tests for me.
15/12/2023 09:09	anonymous	Extremely likely	Can not fault anything ,great all round
15/12/2023 09:09	anonymous	Extremely unlikely	Can never get an appointment, can't see the doctor of your choice. Not particularly helpful
15/12/2023 09:11	anonymous	Extremely likely	Prompt and brief appointment with professional courtesy.
15/12/2023 09:13	anonymous	Extremely likely	Didn't have to wait long the nurse was very nice and friendly
15/12/2023 09:13	anonymous	Extremely likely	Friendly and professional reception and medical staff.
15/12/2023 09:14	anonymous	Extremely likely	I was allocated telephone appointment in the future and following the consultation on phone was actioned with referrals that day and also booked in same day to get face to face assessment done.
15/12/2023 09:16	anonymous	Neither likely or unlikely	My problem is getting worse. Awful leg pain particularly in the morning. Taking Paracetamol and using Deep Heat cream.
15/12/2023 09:26	anonymous	Extremely likely	Very quick and friendly, tell you what is going on
15/12/2023 09:28	anonymous	Likely	Do best to get you for appointment when needed
15/12/2023 09:29	anonymous	Extremely likely	Quick and efficient
15/12/2023 09:31	anonymous	Extremely likely	From the trainee receptionist to the health care and nurse that I saw where all kind efficient Caring and very professional
15/12/2023 09:32	anonymous	Likely	Because overall we receive a relatively decent service
15/12/2023 09:37	anonymous	Extremely likely	Great service as allways

15/12/2023 09:38	anonymous	Extremely likely	Nice surgery & I was pleased I could get an emergency appointment on the day, without waiting too long to get through by telephone.
15/12/2023 09:40	anonymous	Likely	Polite and understanding
15/12/2023 09:41	anonymous	Extremely likely	Friendly efficient and accessible
15/12/2023 09:42	anonymous	Extremely likely	As always professional and friendly care and offer flu injection which I accepted
15/12/2023 09:42	anonymous	Likely	Very polite and helpful.
15/12/2023 09:46	anonymous	Extremely likely	Doctor was extremely helpful
15/12/2023 09:57	anonymous	Extremely likely	Great staff
15/12/2023 09:57	anonymous	Extremely likely	Great staff
15/12/2023 09:58	anonymous	Extremely likely	1st class care at Library House
15/12/2023 10:00	anonymous	Extremely likely	Always very helpful
15/12/2023 10:01	anonymous	Likely	
15/12/2023 10:02	anonymous	Extremely likely	Appointment on time. Knowledgeable nurse who was friendly and helpful
15/12/2023 10:02	anonymous	Extremely likely	
15/12/2023 10:03	anonymous	Likely	Service was good
15/12/2023 10:05	anonymous	Extremely likely	As usual everything went well.
15/12/2023 10:05	anonymous	Extremely likely	Always had excellent service
15/12/2023 10:11	anonymous	Likely	
15/12/2023 10:11	anonymous	Likely	Because you asked for it, I think it was a fair assumption.
15/12/2023 10:13	anonymous	Likely	Everything went well
15/12/2023 10:20	anonymous	Extremely likely	Prompt and efficient service by helpful reception staff. Received good care and access to a doctor. Thank you
15/12/2023 10:20	anonymous	Likely	Good service
15/12/2023 10:24	anonymous	Extremely likely	
15/12/2023 10:25	anonymous	Extremely likely	I cannot thank Claire enough, she listened, she cared and was interested in how the menopause was effecting me. She was so knowledgeable and explained everything to me. Thank you you are a true Angel.
15/12/2023 10:30	anonymous	Extremely likely	Always received good service.
15/12/2023 10:41	anonymous	Extremely likely	Always had the best attention very good
15/12/2023 10:41	anonymous	Extremely likely	Good service.
15/12/2023 10:45	anonymous	Extremely likely	
15/12/2023 10:47	anonymous	Extremely likely	Appointment was on time when I wanted it
15/12/2023 10:47	anonymous	Extremely likely	Good service.
15/12/2023 10:56	anonymous	Neither likely or unlikely	Biggest problem Library House Surgery has at the moment: lack of (appropriate) communication.
15/12/2023 11:00	anonymous	Extremely likely	The specialist nurse I saw gave an accurate account of what was happen9ng. She said she though it was a DVT. Went strait to hospital and it was confirmed. Thank you
15/12/2023 11:17	anonymous	Likely	
15/12/2023 11:38	anonymous	Extremely likely	From signing in to receiving the treatment was friendly professional and the care I received was amazing

15/12/2023 11:38	anonymous	Neither likely or unlikely	People have different expectations so I avoid any argument
15/12/2023 11:38	anonymous	Neither likely or unlikely	I don't recommend doctors
15/12/2023 11:39	anonymous	Extremely likely	Cream and tablets worked
15/12/2023 11:39	anonymous	Extremely likely	It is super easy to check in and my nurse Claire was excellent and so nice
15/12/2023 11:39	anonymous	Likely	Was seen quickly
15/12/2023 11:41	anonymous	Extremely likely	Ease of booking appointment
15/12/2023 11:41	anonymous	Likely	I'm always satisfied when I've attended for appointments but getting appointments with a preferred doctor is difficult in the short term. I do accept that the practice appears to have a large number of patients which obviously puts pressure on how soon you can see a doctor, other than for urgent appointments.
15/12/2023 11:44	anonymous	Neither likely or unlikely	I appreciate you are very busy but I waited 5hrs for a doctors telephone consultation recently..
15/12/2023 11:44	anonymous	Likely	I have not seen the GP or nurse within my local for a long time but since change of GP change in quality of the communication and support gone very much downhill
15/12/2023 11:45	anonymous	Likely	Seen on time & treated politely
15/12/2023 11:47	anonymous	Extremely likely	Staff always helpful, drs are lovely
15/12/2023 11:49	anonymous	Extremely likely	Good visit, close to appointment time with a satisfactory outcome for my concern.
15/12/2023 11:52	anonymous	Extremely likely	Good visit, appointment close to time, good outcome for my concerns.
15/12/2023 11:52	anonymous	Likely	Because you asked the question.
15/12/2023 11:54	anonymous	Extremely likely	Great health professional really explained Everything and wasn't rushed
15/12/2023 12:26	anonymous	Extremely likely	Have always been met with pleasant and caring doctors and staff.
15/12/2023 12:32	anonymous	Likely	
15/12/2023 12:37	anonymous	Extremely likely	
15/12/2023 12:41	anonymous	Likely	Dr Hart impressed me greatly. I never had any doubts about her, or anyone else's, clinical expertise but her communication skills were outstanding. She explained everything very clearly and in a non-patronising fashion. Unfortunately I could not award 'extremely likely' as communication is not always so clear across the practice.
15/12/2023 12:53	anonymous	Likely	The physio I saw was very approachable and helpful.
15/12/2023 13:08	anonymous	Likely	Staff very helpful
15/12/2023 14:01	anonymous	Extremely likely	Kept to time , very pleasant, helpful and knowledgable diabetic nurse !
15/12/2023 14:12	anonymous		
15/12/2023 14:32	anonymous	Extremely unlikely	

15/12/2023 15:11	anonymous	Likely	Screen in waiting area says "book your winter flu jab", tried to book and told not taking booking yet. Poor admin.
15/12/2023 15:31	anonymous	Extremely likely	Kind and helpful made me feel relaxed.
15/12/2023 15:42	anonymous	Extremely likely	Easy to get appointment. Helpful staff
15/12/2023 15:48	anonymous	Extremely likely	Efficient kind and helpful Felt very relaxed
15/12/2023 16:21	anonymous	Likely	Good level of service
15/12/2023 16:39	anonymous	Extremely likely	Always staff polite nothing too much trouble thanks
15/12/2023 16:41	anonymous	Likely	Dr Cairns responded quickly to my letter & addressed my concerns.
15/12/2023 16:55	anonymous	Extremely likely	Very efficient service
15/12/2023 17:00	anonymous	Extremely likely	always good service, pleasant and efficient staff
15/12/2023 17:07	anonymous	Extremely unlikely	
15/12/2023 17:14	anonymous	Likely	No waiting time very punctual appointment. Results through quickly
15/12/2023 17:22	anonymous	Extremely likely	Quick and efficient treatment
15/12/2023 19:13	anonymous	Likely	In general you do a good job and provide good service
15/12/2023 19:50	anonymous	Likely	Good service
15/12/2023 20:06	anonymous	Extremely unlikely	
15/12/2023 20:22	anonymous	Likely	
15/12/2023 20:26	anonymous	Likely	Got app same day
15/12/2023 20:45	anonymous	Extremely likely	Always prompt attention and caring services
15/12/2023 20:46	anonymous	Extremely likely	Very pleased with the attention I've received at the surgery
15/12/2023 20:55	anonymous	Extremely likely	
15/12/2023 21:06	anonymous	Likely	Everything very straightforward, very easy these days
15/12/2023 21:31	anonymous	Likely	Received good treatment and information regarding the follow up treatment and medication.
15/12/2023 23:31	anonymous	Extremely unlikely	The condition I have been suffering was diagnosed back in April. However rather than the GP seeing me, I was referred for pointless physiotherapy. Today I finally got to see a medical practitioner at The Chorley Clinic who resolved the issue within a couple of minutes with a sterile wipe and a needle! Had the GP seen me back in April, it would have saved the NHS time and money, my employer's money and inconvenience and me inconvenience and discomfort. Sorry but you "dropped the ball" on this occasion.
16/12/2023 00:03	anonymous	Extremely likely	Good on time needed very courteous Dr.
16/12/2023 09:02	anonymous	Extremely likely	
16/12/2023 09:50	anonymous	Likely	I have been at library house since it opened and have already recommended it to family.

16/12/2023 16:30	anonymous	Extremely likely	I always feel anxious on arrival at the surgery, however the nurse I seen was very friendly, welcoming, professional and helpful
16/12/2023 17:18	anonymous	Extremely likely	
16/12/2023 17:23	anonymous	Likely	It's a pretty efficient service with good staff
16/12/2023 18:06	anonymous	Likely	Helpful and compassionate
16/12/2023 20:16	anonymous	Extremely likely	Getting an appointment did not take too long but did not want to book an on the day appointment. Would have preferred to book an appointment in advance.
16/12/2023 20:48	anonymous	Extremely likely	I found Dr Richardson to be extremely personable and he immediately put me at ease. He also displayed a complete understanding of my symptoms and how I should manage the condition.
17/12/2023 09:49	anonymous	Likely	
17/12/2023 10:29	anonymous	Extremely likely	Dr Gaskell was brilliant. After an examination, she sent me straight to the hospital, where a scan revealed my hernia repair has failed, and I need another op. Without her acting quickly, this could have gone on for a while, making things worse.
17/12/2023 14:36	anonymous	Extremely likely	When you do get an appointment it's is swift and easy to attend.
17/12/2023 15:14	anonymous	Likely	Efficient friendly young lady
17/12/2023 20:41	anonymous	Extremely likely	Ease of contacting surgery. Reception staff are pleasant and helpful
18/12/2023 09:37	anonymous	Extremely likely	Excellent service
19/12/2023 14:26	anonymous	Extremely likely	I didn't wait long for an appointment and the care received was excellent.
19/12/2023 21:56	anonymous	Neither likely or unlikely	Just wish it wasn't a telephone call and could actually see the doctor in person it's sometimes difficult to explain how you feel over the phone
20/12/2023 05:37	anonymous	Neither likely or unlikely	
20/12/2023 11:08	anonymous	Extremely likely	Very pleased with the lady who dealt with me no problems lovely lady
20/12/2023 12:13	anonymous	Extremely likely	
20/12/2023 12:14	anonymous	Extremely likely	Appointment waiting times not too lengthy
20/12/2023 12:14	anonymous	Likely	
20/12/2023 12:14	anonymous	Extremely likely	Very good service
20/12/2023 12:14	anonymous	Extremely likely	Was given sound advice about my condition
20/12/2023 12:14	anonymous	Extremely likely	The doctor showed genuine concerns for my wellbeing
20/12/2023 12:14	anonymous	Extremely likely	Excellent blood test.
20/12/2023 12:14	anonymous	Extremely likely	Friendly and helpful can not fault
20/12/2023 12:14	anonymous	Extremely likely	Because they understood my needs and were friendly and helpful
20/12/2023 12:14	anonymous	Extremely likely	Very professional explained everything to me , didn't rush
20/12/2023 12:14	anonymous	Extremely likely	Super friendly and efficient staff

20/12/2023 12:14	anonymous	Neither likely or unlikely	Appointment time re-arranged twice prior to attending and it was over 20 minutes after my appointment time when I actually got to see the GP.
20/12/2023 12:15	anonymous	Extremely likely	
20/12/2023 12:15	anonymous	Likely	Appointment on time
20/12/2023 12:15	anonymous	Extremely likely	
20/12/2023 12:15	anonymous	Extremely likely	I was treated very quickly and efficiently
20/12/2023 12:15	anonymous	Extremely likely	Some one like myself who has severe mental health problems I'm seen when needed and any worries are sorted out by the reception well done
20/12/2023 12:15	anonymous	Likely	Very efficient and prompt action taken.
20/12/2023 12:15	anonymous	Extremely likely	All brilliant as always helpful caring
20/12/2023 12:15	anonymous	Extremely likely	
20/12/2023 12:16	anonymous	Extremely likely	All staff listen to what you're saying and take it on board. Excellent service all round
20/12/2023 12:16	anonymous	Extremely likely	I always like to visit the same respiratory nurse as I have good experience with Heather
20/12/2023 12:16	anonymous	Likely	Waiting 40minute over appointment time
20/12/2023 12:16	anonymous	Likely	Still room for Improvement
20/12/2023 12:16	anonymous	Extremely likely	Dr Kimberly Ralph was so helpful...listened and advised then referred me for hospital appointment. I had to wait about 20 mins past my appointment time but I know it's a busy surgery....all good thanku.
20/12/2023 12:16	anonymous	Likely	
20/12/2023 12:16	anonymous	Extremely likely	Perfect service
20/12/2023 12:16	anonymous	Extremely likely	Efficient friendly staff
20/12/2023 12:16	anonymous	Extremely likely	1 st class
20/12/2023 12:17	anonymous	Extremely likely	Surgery staff are always helpful and GP Dr Chadwick I saw was lovely and very thorough
20/12/2023 12:17	anonymous	Extremely likely	I felt that when I rung on the morning of the appointment and explained due to jury service the lady was very understanding about my time constraints and I was given an appointment at a better time that suited me. Very happy with the service
20/12/2023 12:17	anonymous	Extremely likely	Very helpful on the phone and very attentive, sorted my appointment out straight away and were lovely on arrival
20/12/2023 12:17	anonymous	Likely	Helpful and friendly also on time
20/12/2023 12:17	anonymous	Extremely likely	A fabulous appointment that I felt at ease immediately. I cannot recommend Library House Surgery enough. You have helped me so much, with your support and efficiency. I cannot recommend you, highly enough.

20/12/2023 12:17	anonymous	Extremely likely	The nurse practitioner that I saw was very professional yet caring. She listened carefully and gave lots of advice for me to try alongside my antibiotics, some of which has worked.
20/12/2023 12:18	anonymous	Neither likely or unlikely	
20/12/2023 12:18	anonymous	Unlikely	Was told to just get some rest while wheezing and short of breath. Got referred to urgent care by 111 later that day and was given antibiotics and steroids.
20/12/2023 12:18	anonymous	Extremely likely	Claire the nurse was so lovely and supportive. She was considerate with removing my implant and made me feel at ease even though I was so nervous. She is absolutely fantastic. What an asset to the doctors surgery!!!
20/12/2023 12:18	anonymous	Extremely likely	straight forward app no waiting seen on time
20/12/2023 12:18	anonymous	Extremely likely	I was dealt with quickly and professionally
20/12/2023 12:18	anonymous	Likely	On time appointments
20/12/2023 12:18	anonymous	Likely	My issue was dealt with swiftly, with a callback from a doctor the same day, and a prescription to collect that evening
20/12/2023 12:18	anonymous	Likely	It was a positive experience
20/12/2023 12:19	anonymous	Neither likely or unlikely	They always listen to me as a patient and provide a great service and plan the best course of action for myself also I'm never in the phone queue too long which is a 4.5 star rating I'd give Library House surgery
20/12/2023 12:19	anonymous	Likely	
20/12/2023 12:19	anonymous	Extremely likely	Could book an appointment on the app and was seen within 10 minutes of my appointment
20/12/2023 12:19	anonymous	Extremely likely	The fact that I received a call to arrange an appointment for the shingles vaccination and was able to arrange to have my flu vaccination at the same time. Also the nurse giving the vaccination was very informative, professional and friendly.
20/12/2023 12:19	anonymous	Extremely likely	Great service
20/12/2023 12:19	anonymous	Extremely likely	
20/12/2023 12:20	anonymous	Extremely likely	On this occasion got speedy appointment and reassuring chat
20/12/2023 12:20	anonymous	Extremely likely	Katie was very helpful and polite. My appointment was on time.
20/12/2023 12:20	anonymous	Extremely likely	Because I got the answers, support and advice needed so far in my treatment.
20/12/2023 12:20	anonymous	Extremely likely	Very efficient receptionist. Lovely to meet face to face with my Dr Tipper. What a difference to actually meet for the first time to discuss my health problem.
20/12/2023 12:21	anonymous	Extremely likely	He was so good at listening to me thank you so much x
20/12/2023 12:22	anonymous	Extremely likely	Library House Is Turning Into A Brilliant Practice With All The New Things Happening

20/12/2023 12:23	anonymous	Extremely likely	Everything went well - enough said...
20/12/2023 12:23	anonymous	Extremely likely	Katie they practice nurse very good and helpful makes you feel at ease and also listens to any problems you may have and try to sort it out.
20/12/2023 12:23	anonymous	Likely	Not to long a wait in the queue, and the young lady who dealt with my query was very pleasant and helpful.
20/12/2023 12:24	anonymous	Neither likely or unlikely	All the staff I saw were lovely, professional but friendly. I was offered an appointment that was timely. I saw a nurse practitioner who did everything a doctor would have done. I was referred for a chest X-ray and given a course of antibiotics. However, the antibiotics made no difference to my symptoms. Following another appointment with a senior nurse practitioner I have now been referred to a clinic that is run by another nurse practitioner. I totally see the benefit of the nurse practitioners as a possible triage tool but I worry that should I need another appointment in this regard I may still not be offered an appointment with a qualified doctor.
20/12/2023 12:25	anonymous	Likely	I was seen promptly and given advice on treatment for my pain in my hip and leg - exercises which I repeat everyday.



20/12/2023 12:26	anonymous	Extremely likely	When booking an appointment regarding my mental health, I expected the usual ten minute talk with a GP. So you can imagine my pleasant surprise when I was linked with a mental health specialist who spent 45 minutes with me going making a plan of action to help with what was a low point in my life. I left the practise not only feeling listened to and valued, but with a sense that things would get better. I then had a follow up appointment with the same specialist 4 weeks later. Because I was in such a better place I felt confident in taking the advice to reduce my dose (it had been increased in the last appointment with the idea it would be reduced again as it led to me being on the maximum dosage) leaving me wiggle room for the future. The specialist took a lot of time to discuss behavioural antidepressants and direct me to places that could help with my specific situation. I felt that the extra care and attention taken in the first place will ultimately prevent things escalating in the future, which would only result in patients having to use more services. I'm also confident that should my mood dip again, i could see the same specialist and have a plan of action put in place. This is definitely a step in the right direction for the provision of mental health services.
20/12/2023 12:26	anonymous	Extremely likely	It was very good Felt like I was getting there
20/12/2023 12:26	anonymous	Extremely likely	The lady I saw was very kind and helpful
20/12/2023 12:28	anonymous	Extremely likely	Quick, efficient, informative
20/12/2023 12:33	anonymous	Extremely likely	It was quick and the ANP was very polite and very helpful.
20/12/2023 12:43	anonymous	Likely	
20/12/2023 12:45	anonymous	Likely	I have had contact with the surgery several times over the past few months and am very grateful for the kindness and professionalism shown by all members of the team. Thank you.
20/12/2023 12:46	anonymous	Extremely likely	The doctor was excellent really thorough & kind and really listened and got my son the treatment needed for which we were extremely grateful
20/12/2023 12:48	anonymous	Extremely likely	
20/12/2023 12:49	anonymous	Likely	
20/12/2023 12:50	anonymous	Extremely likely	Except for having to wait 2 weeks for a telephone appointment the rest went smoothly. Dr Warren phoned on time and she was very nice. The blood test at the surgery was on time with no waiting and again straight in at the hospital for an xray. Then again Dr Warren phoned on time.
20/12/2023 12:50	anonymous	Neither likely or unlikely	Patient appointment log in screen broken again

20/12/2023 13:00	anonymous	Neither likely or unlikely	Didn't attend, it was a phone call!
20/12/2023 13:01	anonymous	Neither likely or unlikely	Had a blood test a week ago and nobody contacted me ive had to ring up myself to be told nothing is wrong....thanks for the update?
20/12/2023 13:06	anonymous	Extremely likely	Drs and nurses have always been great
20/12/2023 13:11	anonymous	Extremely likely	we always as a family have been treated well especially Dr Cairns. We are very grateful to him. Definitely also to the nursing team giving vaccination to our little one. Very wonderful people. The reception staff are also very nice and very caring.... Which can be faked these days but they are very genuine and for which we are very grateful
20/12/2023 13:14	anonymous	Unlikely	After trying for 8 days to get through on the phone I finally got a telephone appointment
20/12/2023 13:23	anonymous	Likely	I didn't feel the original call handler was as friendly as could be , but we all have our bad days , however lovely doctor called back promptly , prescription issued and now certainly improving .
20/12/2023 13:24	anonymous	Extremely likely	As always excellent ☺
20/12/2023 13:27	anonymous	Extremely likely	I always find the staff very friendly and I am very happy to say to friends Library house is my surgery. Thank you
20/12/2023 13:33	anonymous	Likely	Whilst I have new managed to see a doctor for several years I have in the main received good service, on occasions the Nurse Practitioners have continued with ineffective treatment rather than involving a Dr, that said telephone consultations with a Doctor have always been effective
20/12/2023 13:34	anonymous	Extremely likely	I was seen promptly. The hca was friendly and welcoming and answered all my questions. I waited only a minute or two before being called.
20/12/2023 13:38	anonymous	Extremely likely	Doctor Richardson, was really helpful, very caring, and reassuring
20/12/2023 13:39	anonymous	Likely	Kind compassionate and caring
20/12/2023 13:45	anonymous	Likely	Efficient serv8ce
20/12/2023 13:46	anonymous	Likely	Dr. COLVIN was excellent and the receptionist very polite.thank you.
20/12/2023 13:55	anonymous	Extremely likely	The Dr was so good at listening and advice, couldn't have been kinder
20/12/2023 14:00	anonymous	Extremely likely	All the staff are friendly and patient x I dont usually have many problems getting an app . Thankyou for all the hard work .
20/12/2023 14:00	anonymous	Likely	The doctor was nice listened to what I had to say and then sorted my problem out
20/12/2023 14:00	anonymous	Likely	Never had any major problems except for biking appointments
20/12/2023 14:07	anonymous	Extremely likely	Pleasant Receptionists who know how to deal with patients regarding appointments or prescriptions.
20/12/2023 14:09	anonymous	Likely	

20/12/2023 14:10	anonymous	Likely	
20/12/2023 14:14	anonymous	Likely	Excellent treatment and prompt action taken in unexpected turn of events
20/12/2023 14:18	anonymous	Unlikely	I was completely unimpressed with the service as I felt Dr S Gaskill was patronising & made my appointment feel like it wasn't worth her time.
20/12/2023 14:20	anonymous	Extremely likely	Because everything went well
20/12/2023 14:21	anonymous	Extremely likely	Caring and interested members of staff.
20/12/2023 14:34	anonymous	Likely	The Receptionist was polite and helpful and the advanced practitioner was professional and helpful.
20/12/2023 14:34	anonymous	Neither likely or unlikely	Because when I book an appointment to see my doctor I always end up seeing one of the nurses instead, and I don't know why as I ask persificly to see my doctor.
20/12/2023 14:41	anonymous	Extremely likely	
20/12/2023 14:42	anonymous	Unlikely	My appointment had been wrongly booked. It should have been with the diabetic nurse but was made with the phlebotomist!
20/12/2023 14:50	anonymous	Extremely likely	The nurse was very pleasant and proficient.
20/12/2023 14:52	anonymous	Extremely likely	Excellent prompt service friendly staff
20/12/2023 14:59	anonymous	Extremely likely	Because the nurse was very helpful and informative
20/12/2023 15:21	anonymous	Likely	Received Text asking to book ECG, had to go to surgery to arrange. Was told unable to book ECG, persisted and reception booked ECG. Why did I have to persist if the slot was available? When I received a previous text for a blood test I could book appointment from link in text.  In surgery and message on screen " book your flu jab today". Tried to book, not available yet.
20/12/2023 15:22	anonymous	Extremely likely	Very happy with the service I get
20/12/2023 15:22	anonymous	Extremely likely	
20/12/2023 15:27	anonymous	Extremely likely	I felt assured and confident the information and medication I was given will solve the problem.
20/12/2023 15:29	anonymous	Extremely likely	
20/12/2023 15:33	anonymous	Extremely likely	
20/12/2023 15:40	anonymous	Unlikely	I made an appointment and the nurse practioner said not my remit I can't help you. You should never have been put through to me
20/12/2023 15:41	anonymous	Extremely likely	I was able to get an appointment same day and received the medical care I required
20/12/2023 15:43	anonymous	Likely	
20/12/2023 15:48	anonymous	Neither likely or unlikely	Someone at the surgery released a number of appointments for blood samples to be taken in the afternoons. I waisted my time attending as blood samples are only taken in a morning.
20/12/2023 16:00	anonymous	Extremely likely	I was seen promptly and the health care professional was kind and helpful.

20/12/2023 16:05	anonymous	Extremely likely	The surgery are always helpful, options for a variety of different times and dates for appointments. Staff are very efficient and knowledgeable
20/12/2023 16:31	anonymous	Extremely likely	Everyone there is so helpful and lovely
20/12/2023 16:43	anonymous	Extremely likely	Good service
20/12/2023 17:38	anonymous	Likely	I made an appointment and on the appointment morning received a phone call from the doctor who asked several questions regarding the reason for my visit. He was very helpful and sorted my problem and therefore I didn't need to attend the surgery in person.
20/12/2023 17:48	anonymous	Extremely likely	Happy with doctor who I saw very good
20/12/2023 17:48	anonymous	Likely	
20/12/2023 17:57	anonymous	Extremely likely	Very professional & listened carefully, cheerful & welcoming
20/12/2023 18:12	anonymous	Likely	
20/12/2023 18:12	anonymous	Extremely likely	I do think that people with mental illness should be checked on more often before it becomes a crisis but overall a great service
20/12/2023 18:17	anonymous	Likely	Because after seeing 2 nurses practitioner I was still feeling awful with sinusitis, I felt I needed a doctors appointment. I got one 8 days later but it was a telephone consultation. The doctor was lovely and very helpful but I don't understand why I couldn't see a doctor in person??? I feel this would have been better for me
20/12/2023 18:25	anonymous	Extremely likely	I have had excellent service from the staff at the surgery recently.
20/12/2023 18:27	anonymous	Extremely likely	Prompt and pleasant service.
20/12/2023 18:32	anonymous	Likely	I had a good experience ☺
20/12/2023 18:38	anonymous	Extremely likely	Always had good service.
20/12/2023 19:00	anonymous		
20/12/2023 19:02	anonymous	Extremely likely	Easy to get an appointment with the nurse ad seen on time
20/12/2023 19:03	anonymous	Extremely likely	Lisa was very professional and very pleasant
20/12/2023 19:11	anonymous	Extremely likely	I have been a patient of this surgery for many years and think that the surgery go's that extra mile to care
20/12/2023 19:44	anonymous		I haven't been to the surgery.
20/12/2023 20:36	anonymous	Likely	They're always helpful and listen to me with my problems for that I am grateful.
20/12/2023 20:47	anonymous	Likely	
20/12/2023 21:06	anonymous	Likely	
21/12/2023 02:04	anonymous	Neither likely or unlikely	
21/12/2023 08:20	anonymous	Extremely likely	You was friendly ,helpfull plus professional ,great service
21/12/2023 09:22	anonymous	Extremely likely	Very nice staff
21/12/2023 09:26	anonymous	Likely	

21/12/2023 09:45	anonymous	Extremely likely	Kind and considerate
21/12/2023 12:03	anonymous	Extremely likely	Friendly and efficient staff
21/12/2023 12:34	anonymous	Likely	Easy to access via the app and staff are helpful
21/12/2023 12:58	anonymous	Likely	Very good
21/12/2023 13:02	anonymous	Extremely likely	Saw the same Dr., which is very good as you can get to know each and other, and you are not having to explain EVERYTHING over and over again. Had time to talk to Dr. didn't feel rushed, and Dr. listened. I did have to wait 30mins after my appointment time, but I thought that didn't matter if the Dr. was being thorough with myself and other patients
21/12/2023 14:43	anonymous	Extremely likely	Excellent service, polite and sensual staff. The Dr's are friendly, understanding and well knowledge
21/12/2023 14:44	anonymous	Extremely likely	Dr Ralph was kind and attentive and we were seen quite promptly
21/12/2023 14:53	anonymous	Extremely likely	Service was good.
21/12/2023 15:34	anonymous	Likely	No problems a highly efficient service
21/12/2023 16:23	anonymous	Extremely likely	Very good advice from Dr Cairns
21/12/2023 16:54	anonymous	Likely	Seen on time. Treated courteously
21/12/2023 19:47	anonymous	Extremely likely	The doctor was very thorough.
22/12/2023 08:40	anonymous	Likely	
22/12/2023 09:23	anonymous	Extremely likely	I always get treated with respect
22/12/2023 09:27	anonymous	Extremely likely	Nice response to visits and calls always..
22/12/2023 13:28	anonymous	Extremely likely	Excellent service as usual
22/12/2023 17:32	anonymous	Likely	
22/12/2023 19:02	anonymous	Extremely likely	Once again excellent service.
22/12/2023 20:28	anonymous	Extremely likely	the efficiency of the surgery is second to none
22/12/2023 22:28	anonymous	Extremely likely	
23/12/2023 09:28	anonymous	Extremely likely	I am always treated with respect and kindness
24/12/2023 00:46	anonymous	Likely	I was happy with my appointment.
24/12/2023 00:49	anonymous	Likely	I would if asked but never have been apart from my father and he isn't in the surgery catchment area.
24/12/2023 07:21	anonymous	Extremely likely	Great service feel that I am being well looked after
24/12/2023 10:37	anonymous	Extremely likely	Always try their best to help
24/12/2023 10:39	anonymous	Likely	Mistakes happen but overall the surgery is well organised
24/12/2023 14:15	anonymous	Extremely likely	Always a pleasure to attend Library House Surgery. Thank You!
24/12/2023 15:40	anonymous	Neither likely or unlikely	At the end of the day it's up to the person themselves, I can only advise them.
24/12/2023 16:14	anonymous	Likely	
24/12/2023 16:53	anonymous	Extremely likely	Generally, the practice monitors my medical history and contacts me to arrange necessary consultations and tests.
28/12/2023 00:08	anonymous	Likely	Everybody of their workforce are always friendly and helpful it is much appreciated x thankyou

28/12/2023 03:26	anonymous	Extremely likely	The doctor was coherent and very helpful.
28/12/2023 10:12	anonymous	Extremely likely	Helpful supportive
28/12/2023 10:30	anonymous	Extremely likely	Follow up X-ray and physio appointment to help with my problem.
27/12/2023 17:44	anonymous	Extremely likely	Practitioner dealt well with the problem
28/12/2023 07:04	anonymous	Extremely likely	Dealt with problem
28/12/2023 10:40	anonymous	Likely	Friendly & helpful front line reception I was able to get appointments booked quite easily Its just a shame the phone lines aren't faster, it's very frustrating to have 20+ people in a queue ahead of you when you are worried or have a problem.
28/12/2023 14:05	anonymous	Likely	Although hard to get face to face app. The new dr. was really thorough and listened I really only wanted to see nurse,who was going to do ECG and test my urine sample.Neither was done !!
29/12/2023 10:14	anonymous	Neither likely or unlikely	I do not qualify for weight management help as I am not obese. Just over weight. 😞 I am wrong ethnic group if I declare no ethnicity I can get through to online help but I want help with cholesterol , calcification of arteries. So confused.
29/12/2023 16:31	anonymous	Extremely likely	The staff at Library House Surgery, always try to please, and do their utmost, to provide a good and reliable service.