



Malpas Surgery

Malpas, Cheshire SY14 8PS
Tel: 01948 860205



Friends & Family Survey Results

July 2025

Total No of Returns	249
Waiting Room	0
Website	0
Text Message	249

Overall, how was your experience of our service?

	% of returns
Very good	92
Good	7
Neither good nor poor	1
Poor	0
Very poor	1
Don't Know	0

Recommended

Good	Everything worked well.
Good	The Nurse was pleasant and dealt with the task in hand efficiently and professionally.
Good	I was able to discuss with my doctor aspects of my ongoing treatment at the hospital and also discuss the mental health issues associated with the condition.
Good	The doctor responded to my concerns appropriately and prescribed medication to treat my severe reaction to pollen.
Good	Only thing stopping me from giving 'very good' was half hour behind appointment time. I understand however that it's not easy to keep to a strict timetable.
Good	Doctors the best dispenser the worse
Good	Delayed by 30 minutes before seeing the gp
Good	40 minutes wait not ideal
Good	Long wait past the appointed time.
Good	Nurse was great, having to ring for appointments is time consuming should be on the app
Good	Been on time
Good	It was a blood test, and the nurse seemed to struggle a bit (I wasn't looking!) and left an angry looking bruise. But it didn't hurt!
Good	Good service

Good	It was a long wait but thank you for eventually bringing the appointment forward.
Good	Best Doctors shame about the dispensary
Good	This appointment was made because my mum needed to be placed in a residential care environment as she is becoming incontinent and as her son i would not clean her up. Dr Henny understood this and acted promptly to try to find a step-up bed for mum but sadly Prospect decided that they could only do an assessment the following day. This in my opinion was callous when it was made clear i needed to get a resolution that day as mum's mattress was not useable, so she had no bed for the night. so, Laurel Bank 10 out of 10. Prospect 0 out of 10.
Good	I was seen more or less on time & the doctor examined me & explained everything to me.
Very Good	I didn't have to wait very long.
Very Good	Never had a problem when I come to my appointments all ways feel welcome
Very Good	As usual, my annual review was thorough and comprehensive.
Very Good	Very efficient
Very Good	I was able to see my regular doctor, who knows exactly what's going on, that really helps and also I got an appointment on the same day. Thank you.
Very Good	The nurse doing my blood test was very friendly and efficient and advised me about obtaining results.
Very Good	Friendly, professional, empathetic
Very Good	Dr was on time and amazing supportive and helpful
Very Good	Positive team attitude. Comfortable environment.
Very Good	Excellent and efficient service.
Very Good	Malpas surgery is exemplary in every way.
Very Good	Was given appointment that I asked for, was seen on time, pleasant discussion with doctor, who listened.
Very Good	Always polite staff, always feel welcome, always feel cared for and listened to
Very Good	Satisfied with the results of my visit
Very Good	I thought part of my hearing aid was still inside my auditory canal. I had an appt with a nurse who examined my ear later that afternoon. Thank you.
Very Good	Speedy and reassuring
Very Good	Doctor wry thorough
Very Good	Always a very good experience and lovely cate
Very Good	The Nurse was very informative and listened to what I was saying. She gave me feedback and advice what to do. I felt well listened too and was very impressed with her empathy and care delivered. Nurse Vicky should be praised for her care and empathy shown at my visit. It really does make a difference.
Very Good	Everything was as expected
Very Good	Always pleased with my consultations Dr Edney listens to my concerns and is happy to discuss with me my treatment, options and always value s my opinions as a patient . .
Very Good	As per usual. Possibly serve a single malt whiskey in waiting room
Very Good	Hadn't an appointment but on call doctor called me in to his room straight away
Very Good	Saw tge Dr quite quickly and didn't feel rushed
Very Good	I had excellent first-class service from Dr Evitts and your staff. You won't find better anywhere in Cheshire.
Very Good	I didn't have a blood pressure test but it's on my record?
Very Good	Very pleased with the treatment I received, and the
Very Good	It's a great surgery with helpful staff. Dr saw me on time and dealt effectively with my issue

Very Good	I had a good consultation with the Doctor who listened carefully to my concerns and gave me good advice as to the management of my condition.
Very Good	I saw the doctor very quickly and was happy with answers
Very Good	All went to plan, staff courteous as always
Very Good	I received very good advice; time was taken to investigate my health with further investigations organised
Very Good	On time service very personal care from the doctor
Very Good	All questions answered with no quibble at all thank you
Very Good	I always receive excellent service from Laurel Bank Surgery. I recommend them to everyone.
Very Good	Prompt appt time and professional treatment by pleasant nurse
Very Good	We have been with Laurel Bank since 1987 and have always had excellent service from reception to doctor and all the nurses in between
Very Good	We have been with Laurel Bank since 1987 and have always had excellent service from reception, nurses and doctors, not forgetting pharmacy too. Thank you. 😊
Very Good	Appt on Time, & young lady very professional.
Very Good	No waiting time, easy parking on this occasion and a very competent and friendly doctor!
Very Good	Professional and friendly approach
Very Good	The Nurse that treated me was skilful, friendly and very patient.
Very Good	Excellent, caring staff.
Very Good	Excellent service
Very Good	Didn't wait long for an appointment and wasn't rushed
Very Good	Can't fault the service we get at this fabulous surgery.
Very Good	I needed an urgent attention which I got from my G P.
Very Good	The appointment was on time. The nurse was very efficient and pleasant.
Very Good	Efficiency well impressed
Very Good	Always running on time - efficient and experienced Doctors and Nurses
Very Good	Malpas Surgery is always very helpful
Very Good	Prompt, efficient, listened to me.
Very Good	Very happy with my visit
Very Good	All very helpful and empathetic .
Very Good	You all give me the best of care.
Very Good	Nothing negative to say.
Very Good	As the staff are always polite and happy to help and now is to much trouble
Very Good	The nurse was understanding
Very Good	Always a pleasure to see Pippa. Fantastic practice.
Very Good	Positive and warm response and understanding of our situation
Very Good	Ease of parking prompt professional service
Very Good	Service was excellent. I was well looked after.
Very Good	Staff efficient
Very Good	Excellent service. Thank you
Very Good	Feel very comfortable going for appointments
Very Good	Very friendly thorough service
Very Good	Very happy to see the doctor as just came out of hospital and needed some advice she was very helpful
Very Good	Could not be better thank you
Very Good	Dr Hargreaves was very helpful and took the time to listen and talk to me. She has a lovely disposition and doesn't treat people like numbers.

Very Good	I booked the appointment on the NHS app which was great. Don't wait long to see the GP, it's my normal GP so didn't have to explain everything again which is great for continuity of care. Some of my prescription was not in stock, perhaps give the option of taking the script to a different chemist?
Very Good	On time, clear feedback and diagnosis.
Very Good	Professional - caring - care as ALWAYS couldn't ask for anything more.
Very Good	Dr Henney was excellent in discussing the symptoms of the reason for the appointment
Very Good	Dr Penny Morris & Jon the physiotherapist have been exceptional throughout my numerous visits to the practice. All members of staff have been so very kind and caring and I can only express my sincere thanks.
Very Good	Dr Evitts is always so kind also the receptionists & the nurses - thank you
Very Good	Didn't have to wait too long to be seen - vaccination procedure straightforward
Very Good	Quick & friendly
Very Good	It is a lovely surgery, and the doctors and nurses are very helpful.
Very Good	Charlotte was her normal proficient self
Very Good	I had an open chat about my ongoing health and various positive outcomes have been achieved
Very Good	All the staff were helpfully supportive and encouraging.
Very Good	Appointment on time, very nice greeting and extra careful in removing old dressing and cleaning and redressing with instruction and booking for Monday for removal, very pleased
Very Good	Appointment was on time, good GP
Very Good	I have always been treated excellent at your surgery. Friendly people in reception. Can't praise Dr Henney enough.
Very Good	The doctor listened closely to my concerns, and we arrived at a workable solution for the problem I presented.
Very Good	The care i have received so far in my opinion is the best i ever had i think you should just keep doing a fantastic job all of you and well done.
Very Good	Very professional
Very Good	Seen very quickly
Very Good	GP explained test results finding and the recommended treatment plan. Gave me the option to come back if I needed to. Reception staff friendly and helpful.
Very Good	Seen promptly and given reassurance over a problem
Very Good	My appointment with the nurse was on time and the service provided was first class.
Very Good	Professional approachable GP Receptionist was very good to organise appointment
Very Good	Dr very knowledgeable and happy to help
Very Good	Everything was explained to me clearly
Very Good	The health care assistant Sophie (I think that's her name!) was lovely and very professional
Very Good	What I came for was addressed and sorted.
Very Good	My appointment was very friendly and efficient. Could not have done anything better.
Very Good	Your assistance in facilitating on the day emergency appointments is excellent and gives peace of mind when we most need it. Your reception staff are always very polite and very understanding and do whatever they can to help.
Very Good	Dr Snowden and Dr Evitts have both been great during my recent visits.
Very Good	Friendly as always, no complaints at all

Very Good	Nurse very kind and helpful
Very Good	Very quick to get me in and doctor morris was very good with me
Very Good	My session covered everything I expected and needed. It also gave me the opportunity to discuss a couple of issues for myself daughter. Very professional and relaxed. Thank you.
Very Good	On time and efficient. Dr knowledgeable and respectful
Very Good	Appointment was on time. The nurse quickly identified I needed a further appointment and made one while I was there. She provided good advice as to what I needed to do prior to my appointment. The nurse was very polite and welcoming.
Very Good	Easy to book, Prompt ,lovely nurse.
Very Good	Good quick efficient service
Very Good	Joy the healthcare assistant was lovely!
Very Good	Receptionist very helpful and Dr was lovely, helpful and put me at ease
Very Good	I was given more information
Very Good	As I've put Very Good
Very Good	Perfect service at all stages
Very Good	I was put at ease by the Nurse as so as I entered the office and everything was explained to me and I left feeling confident.
Very Good	No waiting time, friendly staff and efficient care
Very Good	Doctor on time and very pleasant
Very Good	Seen to very quick and had an appointment the same day
Very Good	All staff are very helpful and Dr. Henney is just so lovely
Very Good	Quickly & efficiently handled
Very Good	The Doctors and nurses are brilliant so is the pharmacy. Thank you.
Very Good	Very Good, you couldn't have done anything any better .
Very Good	Amazing service, as always. Quick and easy to get an appointment. Polite and knowledgeable doctor.
Very Good	Progress was made in getting towards a diagnosis Tomorrow I have a chest X-ray booked
Very Good	Booking in easy .. wait time good . Overall good experience
Very Good	Dr Morris very good and helpful.
Very Good	Efficient service. Face to face appointment on day of request
Very Good	Doctor was clear and helpful advice
Very Good	Excellent service from Dr Henney
Very Good	Easy to book, appt was on time and extremely professional and friendly
Very Good	Punctual and efficient
Very Good	The doctor is so helpful. Listening to my problem. Giving me great advice. Made me feel totally relaxed and at ease. So very caring and professional.
Very Good	I felt that the doctor listened to what I said, gave me the time and space to explain, and then not just suggested a diagnosis and treatment but also explained why, in terms I understood. It was excellent, thank you!
Very Good	My appointment was very quick and very friendly you have done everything that a doctor's surgery can do
Very Good	Easy on time appointment, made to feel at ease
Very Good	Massive improvements from my previous practice
Very Good	The appointment covered everything that we wanted to speak about - Doctor Snowdon was excellent
Very Good	saw doctor on time. it was only a follow up appointment, but doctor had time to talk to me and discuss recent diagnosis

Very Good	.
Very Good	Such lovely, friendly staff
Very Good	Professional and friendly
Very Good	I was treated in a very professional way. Information was clearly presented, and I was clear about the next steps.
Very Good	Staff were kind, problem solved.
Very Good	On time. Painless blood taking. Delightful nurse.
Very Good	Top doctor
Very Good	I was treated with kindness when I was feeling quite unwell.
Very Good	The Doctor was very helpful and very keen to get me the right medication for my condition.
Very Good	My Appointment with the Doctor was on Time and my results of MRI Scan was explained carefully.
Very Good	Very straight forward, the nurse was pleasant and helpful
Very Good	The nurse was lovely and put what felt like extra care in to being kind and thoughtful as well as careful with my injection which I was nervous about
Very Good	I did not have any unresolved issues after the appointment. The confusion surrounding my bi-annual check-ups and what they would entail, was resolved
Very Good	Appointment on time problem dealt with in a very professional and friendly manner
Very Good	Very professional and friendly and very informative
Very Good	Efficient, friendly, prompt
Very Good	On time and friendly staff.
Very Good	Clear communication, appts ran to time and the nurses were lovely.
Very Good	Nurse was very nice and told me that my results were good but had to be checked by the doctor. Only downfall my appointment was well over my app time which annoyed me as someone was waiting for me. Doctor did apologise for the hold-up which was acceptable.
Very Good	I was seen promptly with very little waiting time and was treated in a pleasant and professional way.
Very Good	Pippa and Charlotte have been so good to me, dressing my legs and never once making me feel like I was wasting their time. Thank you very much!
Very Good	I was given an on the day appointment with Dr Morris my own Doctor. The administrators were efficient and helpful. Dr Morris was empathetic and professional in dealing with my concerns
Very Good	Polite friendly staff. Treated with respect.
Very Good	I was seen very quickly by Dr Morris and received advise and treatment which I believe was very appropriate.
Very Good	Easy to make the appointment, everything ran to time and quality of consultation was excellent.
Very Good	GP was excellent - was delayed by 20 minutes, but the appointment was excellent.
Very Good	Gp was helpful and friendly. He listened to me and we had a good discussion about my symptoms /medication. He was clear and concise in his summing up if things and dealt with my issues well.
Very Good	Got the answer I required
Very Good	Although I had to wait them minutes or so for my appointment, doctor was very sympathetic, understanding and helpful. I am being fast tracked to a consultant so hopefully there will be a positive outcome quite quickly.
Very Good	Everything went nice and smoothly.

Very Good	The Doctor was pleasant, provided me with information that helped me understand what was going on and it didn't feel rushed. The receptionist was very personable, and the practice was nice and clean and welcoming
Very Good	Excellent service and nearly on time I only had to wait a few minutes then I was seen very efficiently.
Very Good	Prompt service very little waiting time.
Very Good	On time
Very Good	Everything was perfect
Very Good	Appointment on time.
Very Good	The Dr was lovely, very helpful, listened to me and was very comprehensive in her dealings with me, made me feel very at ease and easy to talk to
Very Good	The Doctors and all the staff are amazing and go the extra mile to keep us in good health. I cannot thank them enough for their care and professionalism
Very Good	Doctor was efficient and thorough.
Very Good	You could have done nothing better, the nurse was pleasant, put you at ease, and very proficient at her job
Very Good	I felt at ease with the nurse and she is very professional
Very Good	Efficient, friendly and informative staff
Very Good	I was seen on time. I felt listened to and part of the decision making re the problem I came with.
Very Good	Very efficient service, always kept up to date with appointments and the staff are very friendly and helpful.
Very Good	My appointment was with Dr. Morris, and as usual, I came away in a much more positive frame of mind.
Very Good	Excellent service
Very Good	The service at Laurel Bank is fantastic. My regular check-up was thorough, very pleasant nurse and good conversation throughout. Time for any questions I had. Delighted.
Very Good	Appointment on time. Nurse explained procedure and possible reactions clearly.
Very Good	Everything went smoothly and the clinical pharmacist I saw seemed very proficient.
Very Good	We were treated very well and everyone was very pleasant thank you
Very Good	Appointment on time. Friendly, helpful and efficient nurse.
Very Good	Nurse was on time, friendly and efficient
Very Good	Very punctual and efficient service
Very Good	Treatment working & pleasant staff
Very Good	Dr Evitt is a great Dr
Very Good	The Dr was very patient and understanding
Very Good	Wasn't kept waiting
Very Good	Seen too on time Seen approachable nurse
Very Good	Very good service and Doctor Henny
Very Good	Everything went smoothly with no problems, and given great help and advice and support
Very Good	Everyone was very helpful thank you
Very Good	Excellent care and attention as always
Very Good	Same day appointment, very appreciated due to matter
Very Good	Always 1st class service
Very Good	Nothing

Very Good	Seamless experience very friendly staff
Very Good	Because I am happy
Very Good	Extremely pleasant nurse who managed to take blood without me even feeling it
Very Good	all questions I asked were answered
Very Good	I was pleased with the service I got thank you
Very Good	I always find the doctors at Malpas surgery to be fantastic! I feel very lucky to be a patient there.
Very Good	Georgi Georgie was superb - very knowledgeable, very courteous, very thorough.
Very Good	Very informative and helpful couldn't have done better
Very Good	Quick to be seen.
Very Good	Nurse taking out stitches excellent
Very Good	My appointment was with Georgi who was very helpful and as a result I have a better understanding of my cholesterol problem so have a more positive frame of mind to help me control things
Very Good	Good service, nurse was professional
Very Good	Always professional and responsive. Excellent service.
Very Good	Good professional service
Very Good	The nurse made me feel really at ease
Very Good	Very good
Very Good	Dr Evitt great Doctor
Very Good	Nurse was very friendly and efficient
Very Good	Staff were excellent and no waiting at all
Very Good	Fairly prompt and an efficient nurse
Very Good	Appointment on time and helpful information from diabetic nurse in a pleasant manner
Very Good	Very pleasant and helpful discussion.
Very Good	The quality of the service was top notch and couldn't be faulted
Very Good	Friendly and professional offering good advice
Very Good	I am always happy if my treatment
Very Good	Friendly concerned doctor. Prescribed meds which did the trick.
Very Good	Answered all my concerns

Not Recommended

Very poor	Very poor service on reception trying to get a blood test
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Passive

Neither good nor poor	Everything was fine apart from the one hour wait to see the doctor wasn't very happy considering I left work early
Neither good nor poor	Although my visit with the diabetic nurse went relatively well, I was told that the results would be back in 2 days. I heard nothing back and I rang the surgery today. The receptionist told me that the results were back, but the doctor hadn't signed them off. As a patient I always try to everything that I am advised to do. I feel that the GP should have signed the results off and that I should have been informed of the results. Why does it take so long the GP to do this. I had the same with the pharmacy, my medicines have taken 8 days for the GP to sign them off.