

# Castletown Medical Centre

## Patient comments taken from Friends & Family Survey 2024-2025

Please can you tell us why you gave your answer?

very helpful receptionists, quick appointment wait to see doctor, clean surgery, amazing doctor. All round a really fabulous service - thank you so much

Excellent helpful receptionists, appointments always on time

Surgery is first class in every aspect. Reception staff are superb. Dr's are all more than 100%

Everyone, receptionists, doctor and nurses all very helpful

The staff are amazing, the doctors are wonderful, it's always relatively easy to gain an appointment. It is a fabulous gp service

The patient care/assistance is brilliant. I think because there's more availability of doctors as opposed to other GP services on island. Very satisfied all round.

*The doctor was lovely and very thorough and attentive*

I had to register with the practice and had a very good experience. The reception staff were very friendly, helpful and efficient. My new patient appointment with the nurse was very good. She was very helpful, caring and had sympathy for my medical conditions

# Castletown Medical Centre

## Patient comments taken from Friends & Family Survey 2024-2025

Dr Jennifer Sharp is a credit to the profession, she is very caring, compassionate, very knowledgeable and has a genuine wish to help. She's brilliant and deserves every penny of her salary and more, we need more doctors like her

Empathy - always listen and act. Always made to feel welcome. I have been with Castletown M.C. for almost 18 years, through some difficult medical situations. I cannot speak highly enough about the Doctors, Nurses and Receptionists, All wonderful! I just hope my new surgery is as good as I am moving.

*Everybody is so patient orientated*

**Anything. Every GP here very knowledgeable/ helpful/ caring whatever the ailment. I unfortunately use my GP practice quite often and I am never made to feel like a pain or that I shouldn't be here**

I have had ongoing health issues for some time now, my appointment today with Dr Wilmot really helped me believe that I am being listened to. He took the time to go through everything I said and explained my options to move forward

Dr S Saleem is such a wonderful addition to the surgery, he was friendly, caring and made me felt heard and assured that there is a plan to investigate all possibilities regarding my concerns

**Everything at Castletown MC runs very smoothly and efficiently, Can't speak highly enough about them all**

# Castletown Medical Centre

## Patient comments taken from Friends & Family Survey 2024-2025

All aspects of the service are excellent, including administrative and clinical staff. Appointments can be made within very good time lines, and urgent cases can be seen very quickly. The staff are very helpful and the doctors are all excellent in their dealings with patients as well as there provision of care. Explanations are clear and I feel heard.

Check up of child's skin / HRT for myself. I just want to praise Dr Saleem for excellent service, he is kind, understanding and very professional/efficient

*Team are always polite and will always try their best to arrange an appointment and always quick and on time!*

**Always available easy to use system  
pleasant staff not intrusive**

**Doctor was extremely helpful and  
took the time to talk**

**Women's health. I felt  
the doctor listened to  
my problems and wasn't  
rushing**

Calm environment, seen only 5 minutes after appointment time, lovely receptionists, pleasant GP. Everything spotless

I was pleased to receive this feedback form to share my views. I have relatively recently moved practices and the service at Castletown is exceptional. The reception staff are very friendly and efficient, and do not hesitate to support in any way they can, they are an absolute credit to the practice and Manx Care as a whole. I have had multiple appointments with Dr Shenton and Dr Rore for separate matters. Both are compassionate, patient and understanding and made me feel valued and cared for.

## Castletown Medical Centre

### Patient comments taken from Friends & Family Survey 2024-2025

My appointment was given promptly, - within 3 working days. Staff within the practice were very friendly and courteous. My GP listened to my health concern throughout with friendly professionalism and gave easy to understand details of my treatment. I am completely satisfied, with no concerns whatsoever

Friendly helpful service. Appointment made for the following day which was excellent. Doctor was thorough and very helpful. All round excellent service

Wonderful doctor, understood my needs and was supportive. He gave a wonderful overall perspective

Castletown surgery are always so helpful and always with a smile

Dr Saleem is the best Doctor I have ever met in my lifetime - 54 years old. Thank god for this man

I received an emergency appointment within seconds. The whole procedure was carried out efficiently. Obviously the service was excellent.

## Castletown Medical Centre

Patient comments taken from Friends & Family Survey 2024-2025

I called the practice this morning for an appointment for my little girl and I was given one straight away. The appt was in time and the GP was just lovely that we saw he was fabulous with my little girl

Very friendly practice, nice clean practice and doctor was very helpful and friendly overall and very nice visit credit to all staff.

Dr Sharp is so welcoming & puts your mind at rest always

Reception staff are always so helpful. They try their best to get you an appointment as soon as possible and the text reminder service is great

**Good service and good medical practitioners**

Dr Justin, Very personable and appears very knowledgeable

The staff at Castletown surgery are Fantastic, couldn't get better

**Top Notch!**

# Castletown Medical Centre

## Patient comments taken from Friends & Family Survey 2024-2025

Is there anything that we could have done better?

It would help having a bit more information as to how I can help myself in writing, as sometimes when I leave the surgery I cannot remember such a lot of information given

I have to wait 6 days for blood test which is too long and very disappointing they can't be done immediately or even the next day

Nothing that I can think of. The whole experience was friendly and welcoming

I live in Port Erin but have never wanted to change practice as care is so good

Waiting area could be upgraded but that's just cosmetic

I don't think you could improve it, it works as it is

**When will Manx Care stop penalizing General Practice for being efficient and organised, properly invested in it??**

*Not a thing ! Except staff should be appreciated more from higher up management*

# Castletown Medical Centre

## Patient comments taken from Friends & Family Survey 2024-2025

The NHS needs more money so I could have the tests I need

I am very happy with the service everyone provides there

Asked for help with mental health crisis and all doctor could talk about was not getting addicted to pills when I was suicidal. If you ask for help you should receive it not be met on deaf ears

Announced that there was a delay to remove anxiety about being late

Availability of appointments!

Nothing. I was very happy with all aspects of my appointment and treatment

Receptionist could be nicer on phone

Appointment made via Patient Access over a week ago; a reduction in waiting time would be helpful

Nothing. Super efficient from booking the appointment to checking in on the day

**TEA/COFFEE**

Not really, receptionists are also very good and call back

## Castletown Medical Centre

### Patient comments taken from Friends & Family Survey 2024-2025

I cannot tell you what could have been done better that is under the control of the Castletown Medical Centre. Everything was done well here, granted the length of time it may take to see a specialist after referral by the doctor

More appointment availability with female doctor

I have mobility problems that impair my ability to get standing up. A few chairs in waiting and consulting rooms with arms and a few inches higher would be helpful

GET RID OF THE BOOMING TANNOY ANNOUNCEMENTS, IT'S SCARY!

Nothing. I am very satisfied with the surgery. One of the best I have experienced

Out of your hands but quicker NHS referral care. I'm have insurance so referred privately but not everyone has that available to them

Longer consultation time

The doctor met me at the door! Flowers would be nice, oh and chocolate!!