

# Castletown Medical Centre

Patient comments taken from Friends & Family Survey 2023-2024

**35 years of  
satisfaction**

Reception staff - Always helpful if need an emergency appointment.  
Doctors - Caring and knowledgeable.  
Nursing Staff - Outstanding knowledge with regard to menopause.

**Improve music in waiting area,  
easy listening or classical**

**Excellent levels of  
care and attention of  
clinical staff.  
Reception are cheery  
and helpful. Good  
accessibility of  
appointments**

**The service  
offered is first  
class - efficient,  
friendly and  
professional**

**I've always been  
happy with the care I  
receive on my  
appointments  
whether it's with the  
nurse or Doctor**

**Best organised  
practice on the  
island!**

*The Dr was patient with all my  
questions and gave me his full  
attention.*

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Always very approachable and makes you feel comfortable. Appointments are always available when needed

Pleasant staff, quick response when phoning and was able to get a same day appointment. Dr was very patient and thorough.

Always there to help without question

When booking appointment maybe tell me that my appointment is only for certain time. I appreciate how busy the doctors are but I don't see the doctor very often but when I do my make an appointment I would like to walk out knowing my issues are resolved

The Castletown GP practice, we find, is impressive; helpful receptionists and easily made appointments.

Everyone at the service is always efficient, patient and kind. Dr Wilmot listens, and hears what you are trying to say, even when your communication is not at its best because you are unwell and anxious.

Keep appointments on time instead of running late

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Although the practice does everything in its power consistently well, it is severely limited by long waiting-lists on the referral of a patient

Unlike most doctor's receptionists, the girls at Castletown are patient, friendly and accommodating. First class

*Appointment availability good and Dr Shenton very knowledgeable and patient, explained everything clearly.*

Don't like music in waiting room especially when feeling unwell.

Excellent service, blessed to have such a practice

Everyone is friendly & professional & make you feel cared for. Best GP surgery on the island hands down!!

*The phone system is frustrating.*

The computer screen login is an excellent idea, the tv announces your name and room number so visibly impaired and hard of hearing are aware of being called. Doctor was professional and caring. Explained everything so able to understand the way forward.

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*Dr Sharp is just amazing, very kind, doesn't rush you, listens to what you say, explains things clearly- I feel sorry for those people who don't have her as their doctor!*

Was able to secure appointment with my preferred GP. GP listened carefully and discussed with me rationale for his recommendation. Felt reassured that GP was confident about the subject being discussed.

Just remove the terrible loud announcement tannoy thing that's been installed. It's obviously AI and can't even pronounce peoples name correctly!!

I can't think of any way to improve this service which is already exceptional.

*Appointment times are short. 5 more mins with the doctor would be useful.*

Overall great help from receptionist to really pleasant experience with the nurse

Patient comments are to be discussed at the next team meeting

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Very understanding and approachable GP who actively listened to my symptoms and feelings. Very responsive service with timely follow ups and explanations into my new diagnosis. First GP I have felt has fully listened and looked at the whole picture

The booking system at Castletown surgery is efficient and easy to use. Waiting times for appointments are acceptable and patients are rarely kept waiting to see their health care professional on the day of appointment.

Quick and efficient service by a very pleasant nurse.

Castletown is an exceptionally good medical Centre, in all aspects. Appointments are always available. Staff welcoming and knowledgeable

Under the circumstances that apply now, this outstanding practice can do nothing better.

Pay Dr Wilmot, Dr Sharp and Dr Mary more and never let them leave