

NHS Friends and Family Test

June 2024

Q: Please can you tell us why you gave your answer?

Free text question. There were 61 responses:

2024-06-05 15:40:13

Every thing whas done whit out a lot of fuss

2024-06-05 20:00:17

Friendly receptionists, everyone as helpful as possible, pleasant telephone manners,good communication with text messages . A good level of service generally. Well gone everyone

2024-06-06 08:15:15

I feel very looked after

2024-06-06 08:16:01

Medical and other staff are efficient, helpful and approachable. Thank you

2024-06-06 08:16:09

I have, generally, received excellent care in whatever need my health has required. I particularly commend the Practice nurses and Nurse Practitioner. They are sensitive, caring, skilled, highly trained and knowledgeable. For this I am sincerely grateful.

2024-06-06 08:17:14

Receptions were concerned about my chest symptoms and allowed me an early appointment. The doctor was happy, friendly and very thorough. Got me fast tracked to a&e. Clear explanation of why, without frightening me.

2024-06-06 08:17:29

Dr Roberts is always very friendly and helpful. He listens and gives us the time we need. He is empathetic and wants to help.

2024-06-06 08:18:58

Doctor was very helpful, listened to my concerns and questions and helped with the issue.

2024-06-06 08:20:33

Seen promptly. Treated in a sympathetic, friendly and professional way

2024-06-06 08:25:55

Good and helpful by all

2024-06-06 08:27:15

Friendly helpful staff

2024-06-06 08:29:08

Excellent service Doctor & Nurse who I saw & Reception Staff were so helpful & polite couldn't wish for better attention. My thanks to u all.

2024-06-06 08:31:54

Outstanding!! I've always been able to get an appointment or call back if necessary either by calling at 8.30 prompt or sending emails with photos which get picked up quickly. I feel listened to and taken seriously. All the team from Dr's, nurse prescribers, HCA's and reception staff are hugely supportive,

friendly and professional. I've experienced good communication between hospital and mental health teams from TRS staff. Not just me but my family too. Can't fault the surgery at all! A huge thank you to all staff! We'd be totally lost without both the acute service and continued follow ups, and the care you all provide.

2024-06-06 08:35:42

Everyone I encountered was pleasant and helpful.

2024-06-06 09:03:14

Keep you up to date.

2024-06-06 09:06:22

The nurse I saw was lovely

2024-06-06 11:40:14

The experience was great. All staff were pleasant and friendly.

2024-06-06 11:57:39

Dr Roberts was exceptional on his understanding of the position I am in and facing. He gave me all the time and advise I needed and also confirmed any further involvement to go through him, which u am very very happy and comfortable with. Of at all Possible I need very strongly to have him as my new gp for the future. I feel I can strike a good relationship with him, which I have not had since Dr Rosinburgh

2024-06-06 19:38:42

Every member of staff that I have dealt with have always been very helpful and polite

2024-06-06 20:50:40

The nurse was efficient, competent and friendly. I only waited a short time after arrival at the surgery.

2024-06-07 08:51:46

All Staff very helpful & friendly.

2024-06-07 09:36:27

Appointment more or less on time. Friendly greeting.

2024-06-07 09:41:21

In an emergency situation recently we had expert and prompt attention

2024-06-07 10:17:09

Lots of help from receptionist to Becky and then followup from Linda, could not have asked for more.

2024-06-07 14:07:26

Staff are always prompt and give a friendly and efficient service

2024-06-07 15:44:57

Can see a doctor same day if you are there at 8-00 that morning

2024-06-07 19:36:16

Nurse was very efficient and caring, Thanks !

2024-06-07 20:11:42

I cannot fault the follow up i have had from Nurse Greedy re my asthma and recurrent chest infections..she is easy to talk to and non judgemental

2024-06-08 07:00:40

The staff I have seen have been brilliant. However on registering at the practice which I was told to do online I have been given no information about what the practice other than what's online. I have not seen

a doctor as a new patient. It's been almost impossible to make an appointment. I have ongoing issues that I need help with which involves my mobility what which I've given up with considering seeing a GP as it's very hard to get an appointment. Just hope I don't end up in wheelchair. And have resigned myself to the fact that if my heart starts to deteriorate I maybe dead before I get help. We are being constantly not to go to A & E unless an emergency. However out of the two heart attacks I have had the first one didn't seem like one although I was extremely weak. I know resources are strained and understand it's tough due to lack of governmental support but I am feeling quite negative at the moment at the almost impossibility of seeing a doctor. I'm very concerned about my mobility or rather lack of it I don't want to end up in a wheelchair but I'm walking most of the time in pain. I know I have problems with both ankles, my left knee, severe weakness in thighs which restricts the distance I can walk which my lower back could be causing.

2024-06-08 11:32:39

Nurse was friendly and helpful

2024-06-13 09:58:44

The Practitioner I saw couldn't have been more helpful.

2024-06-13 10:02:13

Polite and friendly

2024-06-13 10:20:18

Appointment on time and very helpful, explained clearly

2024-06-13 10:35:34

Just a wonderful place with wonderful people

2024-06-13 14:53:57

I was 17th in the call queue at 8.32am, waited to get through, as soon as I did, the phone just rang out- I stayed on the line for over 10 minutes but it wasn't picked up. I then redialled and was 6th in line, once through exactly the same thing happened. So I went in in person by this time it was 9.30am. Luckily the kind receptionist messaged the duty doctor who wanted to see me and, after a short wait I was seen for which I was very grateful. The doctor was lovely and very kind. I was prescribed medication and hopefully things will improve. I'm a bit concerned about calling again in future now as clearly this service is not ideal.

2024-06-13 19:06:47

Very pleased with staff

2024-06-13 21:58:01

All very professional staff

2024-06-14 06:43:09

Had quite a long wait. Doctor very good listener and not dismissive.

2024-06-17 18:59:37

Had to wait too long for the appointment to be scheduled and I wanted a face to face appointment not over the phone .

2024-06-18 14:29:46

You are always very helpful and we will always get to see our own doctor when we need. Thank you so very much Soili Clay

2024-06-20 10:34:59

Amazing, very quick at responding

2024-06-20 10:42:02

I have recently moved to this surgery and have found thing's very good

2024-06-20 10:44:41

Because my experience was very good

2024-06-20 11:03:02

We were able to speak to a medical professional when needed

2024-06-20 11:42:39

I was seen by a nurse for my yearly mot, The appointment was not rushed and she explained things that I questioned.

2024-06-20 11:48:15

Friendly, easy to talk to and very helpful Thank you!

2024-06-26 09:19:05

Dr Roberts

2024-06-26 09:19:45

The staff are always so kind and friendly towards me. My prescription has always been ready on time. I feel Dr Roberts really cares and does not rush his appointments but gives really good patient centred care. Thank you for an amazing service.

2024-06-26 09:21:17

The nurse who did my blood test was very friendly and professional and it was completed in very good ti.e.

2024-06-26 09:22:09

Every thing was explained in a simple way and paperwork very helpful

2024-06-26 09:23:37

Really helpful. I phoned 111 to get some advice on my child's sunburn. The 111 service was helpful and referred me to the gp who contacted me quickly and arranged to see my child same day. The gp was very kind, listened to my queries and gave advice I could take away and apply. I came away knowing what to look out for in terms of symptoms worsening and what to do in that scenario.

2024-06-26 09:27:11

The nurse gave me helpful information and offered to refer me to a pre diabetic course if I thought it might be useful. This was following a routine blood test.

2024-06-26 09:35:43

The receptionist I spoke with was very polite and got me to speak with the member of staff that had tried to ring me.

2024-06-26 09:39:08

Appointment on time Efficient and kind member of staff

2024-06-26 09:52:48

Excellent care by the GP but I had to wait nearly a month for the appointment

2024-06-26 09:53:52

Normally appointments on time. Good advice

2024-06-26 09:55:22

Dr Roberts was excellent in his treatment, caring , kind and considerate.Personality and professional ability.

2024-06-26 12:16:22

Staff are great , however I have yet to see a doctor.

2024-06-27 08:43:50

Very welcoming and polite

2024-06-28 08:53:36

Kayleigh Armes was very polite and made me feel relaxed

2024-06-30 11:36:33

Dr Roberts is good and made a difference to the practice. Phone system needs improvement. Reception can be very crowded especially if the pharmacy is busy. This can be unsettling when there is a lot of coughing going on.