

Comments
Through a request for a prescription that I forgot to request, I got a reply within minutes saying that a prescription will sent to my pharmacy today. That is amazing service and I couldn't have asked for such a fantastic response, thank you so much to the prescription team.
Great all round service thank you Theatre Royal
Always been very good but with the last problems I have seems your less able to help
Everybody very helpful & polite.
The nurse Victoria was very nice and good at her job and on time and I felt at ease with her thanks
Things were sorted out very quickly and satisfactory
I can usually see a doctor if I need one
Staff always helpful and polite
Dr & Nurse very helpful and patient
Excellent care from Danica
Pain-free blood test
I contacted the surgery at 8am and had an appointment with an (excellent) Nurse Practitioner st 9.40am the same day. She prescribed meds and reassured me. I really couldn't ask for more.
Was given time to explain my reason for appointment, given information during appointment and was able to ask if didn't understand. Felt comfortable and at easy through my appointment.
It has been necessary for me to have frequent contact with the surgery since early 2023. All staff (reception, secretary's, nursing and GP's) have been efficient, helpful and reassuring.
I was told i would receive a telephone call from you twice but received nonr
Nurses and staff very polite and both appointments on time
I have always had no problems with them
Had a good experience seeing the doctor but had to wait about 3 weeks for an appointment.
Appointment was made for a blood test and it was carried out with care and in a timely manner
The people who I spoke to was cheerful and helpful
The nurse was absolutely lovely and had time for me. Not much of a wait either ..
Everyone is always very pleasant and helpful
Friendly and caring
All staff always kind, polite understanding and helpful.
Always had a good service and dealt with quickly
I spoke to a very pleasant person.
The staff were very welcoming and friendly, explained everything thoroughly. Went away feeling happy with what was done and said.
Every thing went well
The staff at the surgery across the board are always kind, considerate, helpful and patient with me. They have never made me feel like I was causing them trouble or being a nuisance.
Compassionate caring helpful staff
I had a diagnosis of cancer last year. Hence I have relied on the support from the surgery even more so. The receptionist staff have been very accommodating to my needs, and the pharmacy also very good. I also appreciate the service from the GPs . This is a difficult time for me and having the high standard at theatre royal are gratefully received.
I'm afraid that I am one of your most frequent users so I would very quickly know if your service appeared below par. However, Staff at every level are unfailingly polite, bright, cheerful and eager to help. The medical treatment that I have is always discussed, explained and appears to be entirely appropriate. Thank you that because of you, I can lead an active life and do everything that I want to.
Polite and efficient secretary.....appointment made for appropriate Doctor for my needs..... Quick and efficient assessment by GP. referral organised
Nice staff.
Very patient, and understanding and giving the correct information
So friendly and very helpful