

NHS Friends and Family Test

May 2024

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

Free text question. There were 35 responses:

2024-05-02 09:22:48

Efficient -

2024-05-02 09:23:17

Was seen on time and very through by nurse

2024-05-02 09:26:41

Doctor took her time and listened

2024-05-02 09:33:12

I only have 1 negative comment regarding my surgery is it's almost impossible to get an on the day appointment. If it wasn't for that I would have rated very good

2024-05-02 10:43:05

Very helpful listened and made suitable appointment needed

2024-05-03 07:52:17

All went very well, on time, staff very professional and pleasant.

2024-05-09 11:22:21

Friendly and professional service.

2024-05-09 11:23:13

I booked in without any problems, sat in a light and airy waiting room until I was called through. The doctor/practitioner was lovely and clearly seemed to want to get the best solution to my issue. She explained everything clearly and must have made the referrals that day as I soon received the forms to make my appointments. Absolutely satisfied and have nothing negative to offer, only positivity

2024-05-09 12:11:58

I felt very well looked after. Staff are friendly. Can't complain with how I was treated and the experience I had.

2024-05-09 13:03:40

She was good

2024-05-09 14:23:56

Very efficient, appt running slightly late but bloods taken as slot available.

2024-05-12 17:57:46

It's so very good service every time from all of you thank very much Soili Clay

2024-05-13 17:11:00

Appointment made for same day with GP who had seen child before with same complaint. Very good communication with child in a friendly way explaining everything in language child would understand.

2024-05-14 18:08:07

I can't say anything negative or what you could do better. Everyone at surgery is always very professional

and helpful big thank for all of you Soili Clay

2024-05-15 16:44:42

My partner phoned this morning as he has type 7 stool and it has been ongoing for a week and he is having onset urges. I am a nurse myself and I believe he may have IBS. The receptionist turned him away and said there was no appointments. You are turning away a very poorly young male. He is pooing around 5 times a day and has lost weight. It is unbelievable that the GP surgery has turned away someone who has been suffering for a week.

2024-05-16 07:58:01

Waiting time was long but Dr Roberts was brilliant

2024-05-16 08:00:03

Very professional.

2024-05-16 08:01:17

I had a lovely nurse who couldn't have been more helpful, overall a good experience

2024-05-16 08:02:19

The surgery was really good

2024-05-16 08:09:12

Was called in on time, and wasn't rushed, and answered all my questions,

2024-05-16 08:46:42

Would have been very good but often the wait at reception when only one staff is on is too long.

2024-05-16 09:01:09

Still not sure about the availability of appointments and getting one

2024-05-16 09:15:04

Friendly and helpful and it's helpful when they text you

2024-05-16 09:34:37

I always find the staff are always polite.

2024-05-16 21:50:20

Reasonably easy to make the appointment and the appointment itself was excellent.

2024-05-17 04:00:23

Waiting Room 2 could have sign in corridor as well as on door (which was open, so number not immediately visible). Had blood test in room that did not have proper test chair with wide arms.

2024-05-19 21:45:16

Lovely GP and nurses. Short wait time to be seen for appointment. Long wait time for an appointment. Long wait time for phone to be answered

2024-05-20 12:58:57

Polite and helpful receptionist regarding checking in. Nice quiet, airy and almost empty waiting room with better seat configuration. Was seen promptly by the friendly and efficient blood clinician.

2024-05-21 13:05:36

Good timekeeping

2024-05-22 18:33:35

Dr Navdeep Singh was very good. He listened to my concerns and gave me a good examination. He

referred me for further tests to investigate what's wrong. I will say that I was not impressed with the physiotherapist I saw a few weeks back at the surgery. I was in and out within 5 minutes if that. He asked me to do a couple of stretches and asked where the pain was but when I raised concerns about swelling and discolouration I had he didn't even look at it and put it down to lack of movement However Dr Singh wants to send me for an MRI because of the swelling. I didn't feel as if he really examined me. He then said I would be sent an exercise plan which was basically a link to a website with three level of exercises. He never went through any of these so I do not know if I am completing these correctly or not. I've also found that the exercises have made the pain worse.

2024-05-23 08:45:27

When I got to speak to someone , I was treated very well, and quickly. Was able to get appointment.

2024-05-23 08:48:17

Because I came away feeling very pleased with what happened at appointment.

2024-05-23 09:10:31

Efficient and courteous

2024-05-23 11:52:26

Always very helpful, appointments are normally within a day or two of me requesting to see someone. Very thorough questioning when seeing a doctor/ practitioner and all staff are polite.

2024-05-23 12:47:04

I never have any problems with the service