

NHS Friends and Family Test

September 2024

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

Free text question. There were 32 responses:

2024-09-02 20:24:43

The doctor that telephoned had no tact. I found this quite rude and worrying.

2024-09-03 19:11:11

I haven't had any problem's with getting an appointment when needed so far. Hopefully this will continue to be the case.

2024-09-04 16:14:04

Surprisingly got to see someone on the same day, not a GP but a practice associate whom I found to be very knowledgeable and helpful regarding my conditions.

2024-09-05 08:41:24

The care and understanding I receive is absolutely fantastic. I'm not in the best of health and this care and understanding makes a huge difference. Theatre Royal Surgery are a credit to the town and the profession as a whole. Thank you for your continued help.

2024-09-05 08:42:22

Rebecca displayed a friendly and professional approach. She also gave a full explanation about the vaccine, so much so, that I didn't need to ask any questions. Thank you.

2024-09-05 10:32:02

I've always had good treatment

2024-09-05 12:19:01

Friendly and helpful. Accommodated my confusion on checking in. Motherly "bedside manner" felt like the nurse cared for my wellbeing and empathized with my concerns unconditionally.

2024-09-05 15:20:49

Professional caring available

2024-09-09 17:59:15

I had to wait for one month to see the GP. Once I had my consultation, the clinical care was excellent. Excellent communication.

2024-09-12 08:59:37

Seen promptly, efficiently, treatment ongoing.

2024-09-12 09:57:41

Good and positive feedback didn't wait long to see a nurse Helpful and friendly

2024-09-12 10:33:00

Called up at 8.30 in the morning. Spoke to a receptionist after being number 16 in the queue. 20 mins later was given an appointment for 1 and a half hours later. Brilliant thank you.

2024-09-12 11:34:22

The practice is very clean and seeing both the docs on celebrates days gave me some medication one wasn't strong enough the next one was stronger so hopefully this one will work for my chest infection don't

know where I picked up from.

2024-09-14 19:50:04

Never had any problems either with appointments or doctors.

2024-09-18 09:07:39

Rebecca is very polite and caring and is always smiling. She gives you a warm welcoming and makes you feel at ease.

2024-09-18 09:12:43

No body can say the surgery is 100% perfect

2024-09-18 09:14:20

I was this time seen promptly about a worrying condition I have

2024-09-18 09:40:31

Lovely friendly staff

2024-09-18 09:57:24

Very helpful friendly and polite.

2024-09-18 10:52:20

appointment on time- phlebotomist very skilful

2024-09-18 14:12:27

I have seen 2 nurses in the last 2 days for a blood test and an asthma review. They were both absolutely lovely, made me feel at ease, really friendly, helpful and supportive. Thank you Katrina Hudson and Rebeca Greedy!

2024-09-18 17:07:42

My blood test took 5 minutes. Very professional and efficient

2024-09-25 08:08:41

All of the personnel there are very helpful and cannot do enough for you. In this day and age we are very fortunate to have such a caring service.

2024-09-25 08:08:43

Good info: doctor answered questions. If I didn't understand & asked it to be repeated, j he did so Very satisfied Thank you.

2024-09-25 08:11:09

It was a telephone appointment

2024-09-25 08:45:41

Firstly I found Dr Robert's very friendly, and sympathetic towards my attendance during my grieving, and the questions that I asked. Dr Robert's answered those questions very professionally, and gave me some good advice on how to go about talking to my immediate family over the issues I had raised.

2024-09-25 11:56:20

Yesterday I visited Nurse Catherine for my yearly check, she was very helpful and informative as always.

2024-09-25 12:26:29

Nurse was very pleasant and the phone call was on time .

2024-09-25 18:20:36

Very user friendly practice, friendly staff, appointment time was spot on too.

2024-09-26 08:20:21

The staff at Theatre Royal are always helpful and friendly The receptionists are always willing to help and give advice The doctors are fantastic and I have always known they will act in your best interest.

2024-09-26 13:49:37

Nice friendly service thank you

2024-09-26 15:04:22

Thoroughly went through what to expect for my up coming operation