

NHS Friends and Family Test

October 2024

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

Free text question. There were 40 responses:

2024-10-03 09:03:09

I have only seen the diabetes nurse recently

2024-10-03 09:08:14

It sometimes takes a very long time to get through to reactionist, but most are very helpful when you do get through. Apart from this the Doctors and nurses are always helpful.

2024-10-03 09:28:27

Appointment for Vaccination on time& delivered in a friendly caring manner.

2024-10-03 10:43:32

Need's served professionally

2024-10-03 12:08:55

The nurse (Rebecca Greedy) was pleasant, friendly, upbeat and efficient

2024-10-03 12:48:11

I am restrictic with walking and i never know ehere the opointment is at main entrance or bsck entrance. And dont know where to get a lift to.thats theonly reason .other wise itbis very good.

2024-10-03 13:03:31

On time same day appointment

2024-10-03 15:55:53

Friendly helpful service

2024-10-04 10:31:33

I didn't have to wait long and nurse was very pleasant

2024-10-05 16:54:54

Timely call back following x Ray result meaning further investigations could be booked. And attended flu jab appointment this morning. Excellent service (unlike last year which was a total farce).

2024-10-05 19:45:29

The nurse I saw was very helpful and thorough

2024-10-10 08:19:44

Very good and pleasant

2024-10-10 08:21:25

Could not get any blood out of me after 3 attempts not nice it Herts when they keep moving needle around

2024-10-10 08:30:13

Everyone there are friendly and efficient, in my experience!

2024-10-10 08:35:20

My appointment was booked easily and was seen on time although phlebotomist was running behind but

that isn't nothing to complain about , sometimes these things happen!

2024-10-10 09:18:41

Everybody was polite, professional and very helpful

2024-10-10 11:05:24

Always Appointments available if needed or help by phone . All receptionists very helpful

2024-10-10 17:37:04

Friendly and helpful staff

2024-10-11 07:43:04

My appointment was running late and the B12 injection was done by another member of staff of the same grade who had time in their schedule to do it instead.

2024-10-14 20:25:58

No long wait for appointments. Personal greeting from waiting room. Seen at appointment time! Friendly & polite & professional. Treated as a person not a body! Conversation and helpful answers to questions. No rush, helped to bring my BP down! I used to work in NHS and have been shocked by its deterioration over last 20 years. I hope there is light at the end of the tunnel. Politeness and respect was always my moto. Pleased to see the surgery is following this practice.

2024-10-17 08:06:18

Kayleigh is great always on time and extremely hood at her job.

2024-10-17 08:12:23

Was very efficient and friendly & helpful

2024-10-17 09:43:24

Very efficient

2024-10-18 12:24:55

Was called back after having an ECG and my Doctor discussed at length the results which thank goodness was good news

2024-10-19 14:37:46

Friendly helpful, informative staff

2024-10-19 23:39:49

I've always found receptionists very helpful I havnt had to wait too long fo see a gp the worse thing is the pharmacy, u can never get through to them

2024-10-20 12:28:28

When ever I have an appointment with Catherine I get excellent treatment. She listens and offers encouragement along the way.

2024-10-22 12:04:32

Seen quickly and was treated very well

2024-10-22 12:58:44

Polite, attentive and always helpful

2024-10-24 08:31:35

Always get appointment everyone helpful

2024-10-24 08:31:47

A great all round service

2024-10-24 08:36:45

Service was good,as it usually is when having to attend the surgery

2024-10-24 08:39:41

Seen as soon as possible and got sorted

2024-10-24 08:53:00

The FLU and RSV Injection were both given by the same nurse at different times were the best I have ever had I didn't feel a thing or have any bruising well done.

2024-10-24 10:27:29

The first medical practitioner I spoke to was lovely and tried to help as best she could. On the second day I spoke to a male practitioner, who I can only describe as shocking. He tried regularly palming my issues off as a preconceived illness that he has decided upon already, saying things like "a runny nose is the same as a blocked one" and that the pain in my back around the bottom of my ribs was caused by coughing, even though it predated me even having the cough. When this was stated, the male said that this is the issue with not having a physical examination, and that he was not going to be examining me either. Genuinely piss poor service on the second day and felt like I was more of a tick box exercise, and that I was just spoken to, but he was not the slightest bit interested in what I was saying about my own symptoms or how I was currently feeling.

2024-10-24 11:10:51

When you can get an appointment the service you receive is great - but the overall experience including trying to get in to see someone is very poor - you can't get an appointment when you really need one and have to wait up to 5 weeks in some instances. The surgery is either over subscribed (and will be even more when Toftwood surgery closes) or there simply aren't enough Doctors to service the patients (appreciating this isn't isolated to Theatre Royal Surgery but is more of a national problem).

2024-10-24 17:45:41

Came for a blood test and Katie was excellent. Didn't really know that I had one. Went in on time as well.

2024-10-24 19:10:39

They try to give the best they can.

2024-10-26 09:14:40

Always quick and efficient, The Receptionist are nice and kind, The rooms are kept clean, and everything is explained in a manner that can be easily understood.

2024-10-30 19:28:52

I went for blood test and the nurse administered a flu jab , which wasn't booked at the same time .
