

NHS Friends and Family Test

December 2024

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

Free text question. There were 59 responses:

2024-12-02 09:33:46

Very helpful and the doctor listened to my concerns

2024-12-03 09:26:40

I was completely convinced.

2024-12-03 10:51:39

I find the practice is generally friendly, helpful and accessible.

2024-12-03 11:53:22

Phlobotomist relaxed and professional. Managed to take my bloods, on the first attempt, which is exceptional as I have 'difficult veins'

2024-12-03 13:30:20

Prompt and informative response to my email enquiry leading to rapid making of an appointment.

2024-12-03 14:04:52

Friendly service all fine

2024-12-03 15:29:17

I have been very happy with the treatment and procedure I have received dealing with my latest symptoms totally professional throughout.

2024-12-04 10:47:13

The nurse was very friendly and when she took my blood sample I didn't feel a thing.

2024-12-04 15:53:34

My appointment was on time, conducted very professionally by a very friendly nurse.

2024-12-04 15:54:46

Appointment was on time and HCA was very friendly and got my blood first time

2024-12-05 09:30:24

Everything was perfect & the nurse was exceptional

2024-12-05 09:35:22

Polite friendly staff who always return calls when they say they will. A thoroughly professional service.

2024-12-05 10:59:50

it was very easy and quick, the doctor was very nice and I was able to talk abt things easily

2024-12-06 10:25:03

The check in desktop works well. The Lady that took the blood was extremely professional and very friendly .

2024-12-06 20:59:11

Appointment given following email form request, this was then followed up two days after but another

member of staff.

2024-12-06 22:54:36

Doctor/ Nurses helpful and explained everything clearly

2024-12-09 17:33:36

Satisfied with the Service

2024-12-10 09:17:36

Lovely nurse fast appointment

2024-12-10 12:46:18

Nothing to fault my visit

2024-12-10 12:53:19

Not long to wait and a friendly service

2024-12-10 13:31:04

Lady was lovely and friendly made me feel at ease with my blood test, as I'm not the best with them. Thank you!

2024-12-10 17:01:01

Visit was absolutely fine, seen on time

2024-12-10 19:14:08

The Appintment was on time. The Nurse was warm.and friendly and a total professional

2024-12-11 09:01:58

Excellent staff and service

2024-12-11 10:04:11

Booked for blood test seen on time

2024-12-11 10:25:10

All very kind and explained things to me

2024-12-11 11:58:48

The nurse Greeted me with a smile very nice young lady made me feel at ease didn't rush with what she was doing very professional....

2024-12-11 12:54:21

Seen by Katie, she was so friendly and made me so at ease for my blood test. She got me chatting about football and the test was done before I even noticed. All the staff are a credit to the surgery but she made me feel so relaxed. Thank you Katie and theatre royal surgery

2024-12-11 13:54:03

Doctor was very compassionate and dealt with all my questions, good service provided

2024-12-12 11:27:10

I am always treated with the up most care at Theatre Royal

2024-12-12 13:45:15

Friendly and on time

2024-12-12 16:39:38

Very polite

2024-12-12 17:02:07

Nurse was polite and made me feel comfortable.

2024-12-12 21:15:34

The nurse was very kind and efficient. She new my medical history and made me feel relaxed and comfortable.

2024-12-13 11:38:36

Only a short wait beyond my appointment time.

2024-12-16 10:52:28

The service you get is the best

2024-12-16 14:58:15

Can always see doctor, or get appointment or advice. Everyone who works at the practice is helpful , and always has a smile . They listen and help.

2024-12-18 09:02:48

On time, friendly and professional

2024-12-18 11:00:56

Quck and helpful service. Hope this continues after the closure of Toftwood Medical Centre.

2024-12-18 11:39:27

Because I got sorted , and did not have to wait long to be seen. I was on time as well.

2024-12-18 11:54:48

Was offered telephone consultation on the same day, staff very helpful

2024-12-18 16:38:19

Seen by Katie who greeted me with "festive cheer" good service, prompt, professional and she definitely knew what she was doing as the hospital always have problems getting a vien but she went it 1st time.

2024-12-18 18:21:15

Nurse very friendly and was on time

2024-12-19 10:33:07

Seen on time and very friendly

2024-12-19 17:20:39

Efficient and on time

2024-12-20 14:14:58

Got appointment that day

2024-12-23 16:05:07

Satisfied with treatment given....

2024-12-24 09:50:27

Sometimes fine sometimes very poor

2024-12-24 14:24:09

Always helpful

2024-12-24 16:38:18

My husband was very unwell but was treated very well before admitted to hospital

2024-12-24 17:15:21

.y request for appointment was was dealt with polite and professional

2024-12-30 10:57:56

For the first time in years, although it took some persuading initially, I was listened to and given the tests I requested, which proved I was right to stand my ground. I am very impressed by Dr Robert's and how comfortable he made me feel discussing my situation.

2024-12-31 08:49:01

Nurse I saw was very friendly and helpful , nothing was too much trouble

2024-12-31 09:44:13

appointment on time

2024-12-31 09:55:55

No comment

2024-12-31 10:46:42

I first went to see my GP in September, he listened to my concerns and agreed to order blood tests to check my iron levels. My iron levels were non-existent so I was prescribed a repeat prescription for iron for 3 months. I then had a follow up appointment where we discussed the test results and agreed to have another blood test to check my levels again. I got the results of the blood test through the NHS app, though they said 'patient informed' which I was not. A doctor that I have never met nor spoken to before saw that my iron levels were still below the reference levels and decided no further action was needed, without consulting me. So despite still having a deficiency and not being able to discuss my circumstances with this different doctor I have just been left to my own devices, without actually being notified by said doctor. Fortunately the pharmacist has more sense and agreed that I should continue taking the iron supplements and sold these to me over the counter. He also suggested that I have a follow up blood test in 3 months time.

2024-12-31 11:01:05

I like the fact that I can do more things online. The review form I just filled in asked for my blood pressure which I could not supply as I don't have a monitor and I had it taken anyway in the surgery prior to having my medication review. I was unable to submit the form until I put down a date for my blood pressure check - as you sent the form following the check and blood samples this part of the form makes no sense to me. I wonder how I will cope in 9 years when I reach my eighties and might not be so computer literate. The fact that reminders for a review and other appointments and tests etc must be requested by the individual is a worry. A friend has to request her own regular injections at the hospital now and is no longer sent a reminder - how is this going to work with ageing. Some people do not have family on hand and you don't always notice memory loss. I have no problems myself at the present time and am doing all I can to keep healthy but it is an issue that needs addressing.

2024-12-31 11:01:38

It's taken almost 3 months for me to get to the bottom of the reason I went to the doctors. I had to chase a response from a nurse 3 times

2024-12-31 13:39:53

Ive previously has problems with blood tests. I am petrified of needles. I came and saw Katie a while ago for a blood test and she made me feel relaxed and was kind. I was due another so I requested it with her. Reception booked sit with her too. She remembered about things I'd told her last time and again this time made me feel comfortable and relaxed. I was also late and she still saw me. I told her from Jo on she's stuck with me as I only want her to take my blood from now on.
