

NHS Friends and Family Test

November 2024

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

Free text question. There were 63 responses:

2024-11-07 11:07:40

No problems

2024-11-07 11:08:33

Nurse was very helpful and made me feel relaxed

2024-11-07 11:20:24

Great staff and service

2024-11-07 11:29:12

I went for blood test and seen on time by nurse who was friendly and professional

2024-11-07 11:30:10

Ms Danica Dockray so helpful and thorough in her examination and treatment, quickly and efficiently making sure the referral was made. Shame I didn't see her on the second visit when the first treatment didn't work but I didn't specifically request it and I know this isn't often possible but would be happy to see her again about anything and felt I was in safe hands. Also after much negativity about difficulty getting Dr's appointments, I followed the system as set out, went online at 8 am for appointment and on each of the three occasions I got a same day appointment. The system works very well and can be trusted to look after you within an appropriate space of time and the receptionists are also very very helpful and also felt like they wanted to help me, never felt reluctant to give them details of problems etc, they will sign post very efficiently given the details they need.

2024-11-07 11:34:32

Appreciated being able to obtain an appointment. Dr was good but I had to wait 1 hour and 10 minutes for my appointment which was a booked appointment! Can't see if you take additional patients from Toftwood how they are going to be seen.

2024-11-07 11:45:40

Asked the right question very good service

2024-11-07 11:46:26

At times doctors have not always properly listened to my concerns especially regarding mental health however Dr Roberts was exceptionally good and deal with my mental health

2024-11-07 11:47:29

On time for appointment, good service.

2024-11-07 12:10:56

Responsive

2024-11-07 12:31:17

Nearly everything was addressed. I understand only one topic can be discussed at one appointment even though I have two ongoing situations

2024-11-07 12:34:42

Appointment on time. Nurse very good informing me about the injection. No complaints.

2024-11-07 12:36:31

Always an excellent service whenever I need your help. Thank you all very much.

2024-11-07 12:36:40

A good doctor that listens to you . But had to wait over 1 HR to be seen

2024-11-07 12:38:06

When I can get an appointment I have a very good experience

2024-11-07 12:38:19

They go above and beyond in going through your symptoms and make sure you are happy before you leave .

2024-11-07 12:48:28

Once booked in, didn't have to wait long for my appointment time

2024-11-07 12:49:55

Staff were friendly, GP explained everything clearly, excellent service

2024-11-07 13:34:51

On time very friendly. Thank you

2024-11-07 15:56:30

All my experiences with the surgery have been positive. My RSV vaccination with Mrs Rebecca Greedy was perfect - good information, an extremely pleasant manor and an on time appointment.

2024-11-07 17:34:18

I am not comfortable having injections, but the nurse was very pleasant and made me feel at ease. She gave me all the information about the RSV vaccination and carried out the injection quickly and efficiently.

2024-11-07 18:19:19

Had reminders, appointment on time and vaccination explained to me.

2024-11-07 18:49:39

Because I am always given first class attention when needed. Kindness and respect always shown. Thank you for your service.

2024-11-09 10:24:47

Always strive to do their best

2024-11-10 16:16:09

Hardly any waiting time. Nurse was caring and gently carried out duties, was friendly and professional and listened to me and gave advice.

2024-11-14 09:19:39

Nurse was friendly, informative and answered my questions

2024-11-14 09:24:08

I was dealt with in a polite, courteous and professional manner during my dealings with the surgery

2024-11-14 09:59:56

Very helpful

2024-11-14 10:22:11

Staff always pleasant and helpful

2024-11-14 11:32:01

I was given an appointment with a doctor on the day I phoned. The doctor listened very carefully to what I had to say & explained everything clearly to me. There was no rushing and left feeling that every possible point had been covered.

2024-11-14 12:30:21

Katie was very concerned about my breathing when I arrived for a blood test and my low BP. I explained I felt too ill to go down to the surgery first thing in the morning to get an appointment. She went to reception and managed to secure me an appointment for later the same day. I am extremely grateful for her intervention.

2024-11-14 13:34:41

Very friendly and helpful for my blood test.

2024-11-14 18:38:00

All went smoothly

2024-11-18 13:22:41

Have seen numerous members of staff and on the whole they are professional and caring, i would add that Nurse Linda has been short and rude at times often coming across as uncaring and cold, I also have serious concerns around Dr Vincent, he has been unprofessional numerous times including seeing him frequently at the start of last year with 6 months of chest infections without sending me for an X-ray or referring to respiratory. I ended up in RESUS with respiratory failure and needing long term oxygen therapy. However Dr Robert's, Cath, Becky and the HCAs are a credit to the surgery and have been amazing to help me manage my long term health conditions

2024-11-18 19:12:24

Sometimes the wait to get through to a receptionist can take a long time.

2024-11-19 11:19:38

Appointment on time. Efficient, friendly, professional and kind nurse/HCA. Approachable and empathic. Knowledgeable too. Couldn't have asked for more.

2024-11-19 14:10:10

Katie was excellent

2024-11-20 09:52:55

Wait so long for appointment

2024-11-20 09:55:52

Waited over allotted time consultation very good.

2024-11-20 10:26:15

I came along with a concern over high blood pressure I had monitored for 6 months . When I booked the appointment the reception staff knew this and I would have appreciated being told to monitor and complete the 7 days of testing before my visit. This would have saved a gp appointment and me the need to wait another month for a follow up appointment after having completed the online review form .

2024-11-20 11:22:02

Linda we very friendly & helpful.

2024-11-21 11:08:26

My appointment was on time, I was listened to , given good advice and a further appointment was made.

2024-11-22 09:32:03

Efficient and on time, helpful

2024-11-22 10:07:50

Check in was easy via the machine & it gave good directions to the waiting room. I was seen on time & the person who saw me was friendly but professional.

2024-11-22 15:07:26

My appointment started on time and the nurse Katrina was friendly and explained things clearly.

2024-11-22 17:02:19

Efficient and friendly

2024-11-25 12:03:24

They are looking after me very well.

2024-11-26 11:50:58

Very good service

2024-11-26 18:39:53

Friendly and professional phlebotomist. Thank you.

2024-11-27 09:08:34

Had a blood test, very polite nurse and made me feel at ease. Very professional very quick and very prompt. Excellent.

2024-11-27 10:27:36

Polite and friendly nurse

2024-11-27 10:36:47

Because the Doctor was very thorough, and excellent

2024-11-27 10:38:45

Everyone very helpful

2024-11-27 11:27:52

Only running 10 minutes late apart from that excellent service quick and very polite.

2024-11-27 13:04:53

Almost on time and nurse was very kind, friendly and excellent at taking blood

2024-11-27 16:17:08

Nurse Katrina Hudson was very helpful

2024-11-27 20:10:59

I saw my usual GP which I prefer to do for continuity of care. I was listened to and further tests were arranged for my symptoms. The only downside was that I had to phone in on the day my usual GP was in, sometimes it takes a long time to get through and when you do there are no appointments but that day I was successful.

2024-11-27 20:32:01

Was treated professionally and felt at ease

2024-11-27 20:48:54

When receiving direct care I do feel heard.

2024-11-27 22:28:19

Prompt reply and appointment. Follow up text.

2024-11-28 11:13:02

Kind and calm nurse, all prepared for a very quick and pain free blood test

2024-11-28 18:20:22

The nurse I saw was very friendly , cheerful and efficient

2024-11-28 19:28:58

As always, Staff are always kind, helpful and considerate. All go above and beyond to make the normal downtrodden surgery visits to a more pleasant experience.