

# NHS Friends and Family Test

August 2024

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

Free text question. There were 28 responses:

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2024-08-01 10:07:44

I was treated very well

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2024-08-01 10:08:58

Gp very understanding

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2024-08-01 10:45:32

Friendly staff and very helpful

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2024-08-01 11:04:14

Prompt appointment and good follow-up.

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2024-08-01 11:39:47

Nurse was very friendly, helpful and engaging during appointment. Appointment waiting time was quick  
Appointment wasn't rushed

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2024-08-01 15:04:59

On time and very caring

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2024-08-08 10:40:38

very friendly and quick service

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2024-08-08 10:48:06

Always helpful ,do their best to fit me in for appointments

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2024-08-08 10:56:37

Everyone is always helpful and efficient.

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2024-08-08 11:00:48

Dr Vincent is a very difficult doctor. He treated our Mums chest infection with small courses of steroids & antibiotics. Told us that unless we let our mum go to NNUH, he would not be responsible for her. Her treatment was appalling & we are the middle of section 42 safeguarding complaint. She lived for 3 weeks after she was discharged. During that time Dr Vincent was approached by our hospice nurses & declined to write up meds for mums driver as it was 5.55pm & he was going home. We had to collect oral tablets instead. He never visited our home once and we have since refused to be his patients.

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2024-08-08 12:36:50

Staff are always friendly and very helpful. Wonderful support from my GP and nursing staff with kindness and without judgment which has helped long term no end. Great help in getting regular appointments. I have been able to get an urgent appointment recently for a brief acute illness and have been very grateful for a follow up call to see how things were. Also very good and prompt help and support for my family when it has been needed. Can't fault the surgery or staff. Thanks to all

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2024-08-08 13:13:32

Blood test carried out very efficient ly and to time.

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2024-08-08 16:14:22

Over the past 12 months the surgery has improved dramatically .Tim sainty

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2024-08-08 16:25:44

Very good consultation. Clear and concise information with a friendly feel to the conversation.

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2024-08-08 20:17:48

My doctor Dr Patel and another male doctor I saw were very helpful and reception and pharmacy have come with help when I messed up with my drugs orders. Thanks to all.

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2024-08-09 14:44:15

Quick appointment

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2024-08-09 18:57:08

Efficient and highly competent practice

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2024-08-21 07:48:08

Because the standard of care I have received has been excellent.

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2024-08-22 08:19:42

Gp listened and took on board everything I was saying.

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2024-08-22 08:29:21

I was given the opportunity to discuss with the doctor how I was feeling and how he could do some tests and get my symptoms sorted

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2024-08-22 08:32:08

I've never been disappointed with the service.

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2024-08-22 10:13:25

Because I can always get through to talk to someone and when necessary an appointment.

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2024-08-29 08:39:09

Always a great service. Always helpful and polite.

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2024-08-29 08:41:07

Staff very helpful and polite. Very efficient booking and fast being seeing to. Dani was very kind to my children and explained what was happening and putting their minds at rest when nervous

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2024-08-29 08:42:09

I was seen on time by a very pleasant nurse who was very efficient.

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2024-08-29 08:45:56

Easy to book with the NHS app, didn't have to wait too long to get an appointment or when I arrived at surgery. Very professional phlebotomist, sometimes it's difficult to extract my blood but was perfect with her. She was also friendly and calming. Super fast response with my results via text. Thank you Theatre Royal super-stars.

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2024-08-29 09:20:07

My husband and I have always had excellent service from Theatre Royal Surgery, we rate them very highly

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2024-08-29 10:06:08

Was able to see a dr & clarify some concerns

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