

NHS Friends and Family Test

July 2024

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

Free text question. There were 34 responses:

2024-07-04 10:08:46

Most receptionists are very helpful

2024-07-04 10:10:21

Always helpful and polite

2024-07-04 10:10:37

We saw nurse Rebecca for my son's 12 week immunisations yesterday. She was very thorough with explaining everything from what jabs he was having to side effects that he may get. A very friendly face who put you at ease as soon as you walked into the room. Next immunisation appointment also booked with reception which was done very easily by a lovely receptionist.

2024-07-04 10:12:06

Fantastic staff and clean

2024-07-04 10:15:07

Very efficient and friendly in most aspects

2024-07-04 10:17:24

Because my recent experience has been good, and better than in the past.

2024-07-04 11:27:41

Didn't have long to wait and friendly staff

2024-07-04 13:06:30

I had an appointment and didn't wait very long to be seen. The check in process is very easy too.

2024-07-04 15:46:02

1/2 h waiting, gone to the reception, was told that i was next. Ten minutes later had a message saying that i have missed the appointment. Gone to the reception again and was told that something wasn't right and the receptionist gone check and back and told me that the nurse was with me in a minute. Waited another 10 minutes and nothing. Seen a nurse at the corridor and asked for help. Came another nurse and told me that my nurse was with me in a minute. Finally she came and took me in. First thing she asked me what my appointment was for! I said it was for a blood test and that i was waiting for 1 one hour. She said she came to the waiting room and called me????? She didn't know why I was there. I told her that i had a appointment with a doctor and she told me to book an appointment for blood test so i did. Lost one day of work over an hour at the surgery for nothing.

2024-07-04 15:47:59

Got appointment with gp within 3 hours didn't feel rushed in appointment and I received follow up email regarding on going treatment shortly after afterwards

2024-07-04 16:00:25

I saw Rebecca Greedy for my daughter's first vaccinations. I was struggling emotionally with it all and she was so comforting. She reassured me and talked me through it all explaining what she would be doing and what the reaction may be. Rebecca was amazing and I want to thank her for how she comforted me and

gave my daughter the needed vaccinations.

2024-07-04 16:44:54

I am only speaking about a blood test i had done. Fortunately i haven't seen a doctor recently so cannot comment on that aspect.

2024-07-04 17:18:44

I think everything is good apart from having to wait 5 weeks for an appt

2024-07-13 06:38:31

I was able to see my designated GP again, which I much prefer for continuity. Also, I like the online request for medical advice which has a quick response and avoids queuing on the phone. The staff are all very friendly too.

2024-07-15 18:54:43

Very pleased at the efficiency of the practice. I've never had a problem with any service so far.

2024-07-16 09:53:33

Everybody so kind & polite & a first class service..

2024-07-17 08:07:23

Both appointments were on time, friendly efficient personnel

2024-07-17 08:17:47

Long wait for an actual doctor, not a nurse. More people to answer phone at 8.30 am as never able to get through for same day appt. Staff all excellent

2024-07-17 08:19:20

Professional and helpful

2024-07-17 08:21:57

I'm a regular attender because I have cancer. I feel that the team support me and my family really well. On this visit, I was 20 minutes late and Kayleigh still saw me and gave me the time I needed.

2024-07-17 08:36:33

Managed to get an appointment with no problem. The Dr was very helpful.

2024-07-17 08:43:10

You have all been great with me and my cancer over lock down as well and been brilliant with my grandad

2024-07-17 10:17:16

Very good

2024-07-17 12:07:49

Acted quickly so I could see a doctor as I'm my husbands full time career I appreciate that .

2024-07-17 19:22:28

I went into my appointment early, which was great. Kimberley was lovely.

2024-07-18 06:38:46

On time friendly and a good job done

2024-07-18 14:31:31

Efficient and friendly staff

2024-07-21 05:30:25

I was there to have blood taken and am phobic of needles, nurse was lovely even when her chair arm broke

2024-07-24 08:27:23

This is regarding the pharmacy. Medication not ready (ordered a week ahead) plus one Medication not there as out of stock but only found this out by chance, I was not told about it and had to wait for another prescription to find elsewhere. 25 minutes to collect a prescription.

2024-07-24 09:33:29

Dr roberts is the most amazing doctor I ever had. He goes above and beyond and really cares

2024-07-24 09:49:41

Receptionist friendly and helpful. The nurse was formal courteous and made me feel comfortable. I like this doctors surgery.

2024-07-24 13:32:05

Fast, friendly service

2024-07-24 18:16:45

Yesterday we met Doctor Sean Robert for consulting my child. He will appropriate treatment and relevant information also we are very thankful to your pharmacist she is very polite friendly with my child. She spend time with my child and entertaining with him we dont her name she is very nice person. We are very thankful for them they are the valuable member in your team.. Thank you.

2024-07-26 21:21:05

Actual medical check was very good but there was an issue around scheduling the next appointment so I rated the overall experience as good rather than very good