

NHS Friends and Family Test

April 2025

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

Free text question. There were 41 responses:

2025-04-02 13:44:09

My appointment was on time and the nurse katie put me at ease . Lovly person to see

2025-04-03 10:40:14

Rapid results to tests etc. Follow up phone calls or appointments when required

2025-04-03 10:40:24

only one problem is how long you have to sometimes wait for appointment

2025-04-03 10:41:24

Good service

2025-04-03 10:41:50

Very kind & welcoming nurse done my blood test made be feel at ease

2025-04-03 10:43:23

The nurse was very good and helpful and put me at ease and really nice person

2025-04-03 10:45:27

Excellent interaction between myself and the practitioner.

2025-04-03 11:23:02

Thorough and caring

2025-04-03 11:49:35

Friendly informative and helpful

2025-04-03 12:55:31

Always excellent service

2025-04-03 17:22:46

Friendly informative and helpful

2025-04-03 18:09:50

The appontments are usually on time but just occasionally one has to wait a few minutes. This is perfectly acceptable. All the people I have to speak to are always kind and helpful.

2025-04-04 17:01:29

Hi, I had a very good experience, both the nurses were very kind, chatty and in good spirits creating a easy going atmosphere and a little laugh at times making my appointment straight forward and easy going.

2025-04-04 17:40:14

From sending an online request for a GP appointment after 1pm on a Friday afternoon and having an appointment the same day, excellent service.

2025-04-06 10:59:13

Always helpful and friendly

2025-04-09 17:52:02

Fast and efficient

2025-04-11 10:39:34

They saved my 3 year old and I will be forever grateful to each and every one of their staff! Their compassion, care, quickness and just all round wonderful calm attitude to the situation was brilliant. Just thank you for everything!

2025-04-11 20:13:10

I've seen three members of staff in the past two weeks (two nurses and one doctor) that I've never met before and all three were marvellous. All three were kind, helpful, asked me questions about my life to build a picture, and didn't rush me out. Best service I've ever had from this surgery. Very happy with the care I have received.

2025-04-17 09:37:40

I was seen the same day i rang

2025-04-17 09:38:55

Very efficient, understood my reason for visit, booked follow up appointment

2025-04-17 09:59:20

Always had a great experience at Theatre Royal Dereham. Great staff and service from start to finish

2025-04-17 09:59:57

Dr Roberts was a good Lister and explained everything

2025-04-17 10:03:10

I was given an appointment on the day I requested it and the practitioner I saw was very thorough and helpful.

2025-04-17 10:07:27

The ladies on reception are always very helpful.

2025-04-17 10:09:09

Very friendly and careing to

2025-04-17 10:28:49

Very efficient from receptionist to medical staff

2025-04-17 17:03:31

The ladies on reception are always very helpful.

2025-04-24 08:41:12

Pleasant and prompt

2025-04-24 08:41:31

Very attentive and thorough. Answered my questions to put me at ease.

2025-04-24 17:13:30

Staff and GPs helpful and informative

2025-04-24 18:45:29

The nurse treated me with care and attention putting me at ease while I had the ECG. All the staff at the practice that I came in contact with were very friendly, helpful and professional

2025-04-25 07:06:53

Didn't have to wait long to be seen

2025-04-25 09:54:24

Appointment was on time. Very pleasant nurse. Very efficient.

2025-04-25 10:26:33

Having to have chemo everyone has been very helpful in making sure my blood tests are done on time

2025-04-25 13:01:02

Always find nurses, doctors and receptionists helpful and supportive.

2025-04-25 13:02:49

Didn't have to wait long to be seen

2025-04-25 14:44:20

Quick and efficient

2025-04-25 21:59:16

Easy to login, on time, nurse did not say when she was going to put the needle in for the blood test, normally they say 'a scratch' also not sure if she did the thyroid test as requested by go as no results on line for that?

2025-04-26 15:01:37

I personally have never had any issues, and the care given to my father in his last months was excellent

2025-04-27 15:19:40

Dr Roberts is very very good. Receptionists have been good when dealing with issues but it is difficult to get appointments at times and the pharmacy needs sorting out in the entrance.

2025-04-28 13:08:20

I've received excellent care across the broad spectrum of staff I have had to consult recently. From the receptionists to Dr Vincent and all those involved including Dani and Kate. Your receptionists are the portal to your practice and are hugely patient, knowledgeable, caring and kind. Thank you.