

# NHS Friends and Family Test

## All Responses

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

Free text question. There were 51 responses:

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2025-03-03 19:18:24

Dr Sarah and the nurse were extremely friendly and make me feel at ease

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2025-03-04 10:09:02

Attended for blood test and saw Katrina Hudson ...she was just brilliant. Went above and beyond so appreciated her lovely care and her understanding approach. Thank you. Also all the staff.. Dr Vincent Dr Sowamber and the nursing staff have also given wonderful care and receptionists always so helpful too. A big thank you to you all.

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2025-03-05 11:30:12

Very quick and professional. Excellent service

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2025-03-05 11:31:48

Dr Robert listened to my concerns & talked me through them & Kayleigh is always gentle when she takes my blood & always answers any questions I ask her.

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2025-03-05 11:48:48

Fitted in blood test at short notice helpful receptionist helpful pleasant nursing staff who take account of my needle phobia

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2025-03-05 12:52:28

I received a quick response to getting my mole removed

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2025-03-05 13:29:18

Why, when calling by phone, your people have to be so short and obnoxious is beyond me. You should employ people who have a natural instinct to want to show care and engagement with patients.

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2025-03-05 13:44:58

Dr Falkingham and Nurse Kayleigh always take good care of me

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2025-03-05 18:21:17

Nurses are great but asked for blood test as I was going for a cancer blood test but no paperwork with nurse because Dr forgot to put form though so have to go again

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2025-03-06 19:43:48

Seen by friendly and professional nurse who answered my questions and was very helpful.

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2025-03-13 08:41:52

Katrina Hudson amazing nurse

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2025-03-13 09:22:19

My appointment was on time, staff member was very friendly and helpful. Ongoing issues with repeat prescriptions. Would note that telephone appointment are not always clearly indicated on text messages.

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2025-03-13 09:22:23

The surgery reply very quickly to any emailed query I make. The reception team are always polite and friendly. I've seen a number of nurses and doctors in my time, each of them has been really supportive,

helpful and knowledgeable. I don't think I could have asked for more from a GP surgery.

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2025-03-13 09:25:55

All went to plan as it should

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2025-03-13 09:26:08

I actually saw a Doctor the first time in 5/6 years I was very pleased how he explained the problem I had for five years and not known

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2025-03-13 09:52:36

Never had a problem

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2025-03-13 09:58:02

Very polite receptionist

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2025-03-13 10:17:14

The reception staff are helpful & although it isn't always easy to see a doctor, the nurses are extremely knowledgeable. We also have experience of a nurse visiting and also the community matron

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2025-03-13 11:24:38

Very pleased with the practice staff always friendly and professional

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2025-03-13 12:37:49

Always pleasant and polite plus informative

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2025-03-13 12:51:35

Great help with what I needed.

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2025-03-13 17:36:01

Ms Dockray is amazing! She listens, has compassion and is an asset to the surgery. The receptionist's are wonderful, and booking an appointment is a good experience considering how busy the surgery is. Not always felt appointments have been such a positive experiences with all other Doctors, or the score would have been very good. The pharmacy is now amazing too, such a benefit to the surgery.

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2025-03-13 17:51:16

Appointment was on time , blood test carried out professionally by a friendly nurse.

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2025-03-13 19:26:40

Always excellent service. Staff always helpful and friendly. I feel I'm listened to and reassured. I'm very happy there.

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2025-03-14 11:06:02

Always pllesent and helpful

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2025-03-14 13:01:34

After sitting 15mins I found out I was in the wrong waiting room I think the signing of the waiting rooms are inadequate larger more clearer signs are required

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2025-03-15 00:19:55

When ever I go to the surgery I always find the staff very friendly.

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2025-03-20 10:20:21

Overall I'm very happy with the service

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2025-03-20 10:37:40

Very helpful and always try to fit people in when they can

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2025-03-20 12:17:49

Hayleigh was very pleasant and professional

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2025-03-20 12:41:32

Lady I spoke to was friendly and patient

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2025-03-20 19:15:00

Everything was done quickly and thoroughly

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2025-03-20 19:33:30

Prompt and very helpful

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2025-03-21 14:06:19

Very pleasant and caring nurse. She was excellent at taking a blood sample. Didn't feel a thing!

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2025-03-22 10:26:35

The appointment went very smoothly

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2025-03-22 16:00:27

It's nice to see very helpful nurses, the 2 ladies Kayleigh and Katrina are very helpful and make me feel at ease.

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2025-03-23 08:34:53

The nurse was friendly, efficient, helpful & listened to me.

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2025-03-23 15:49:06

I had an urgent problem they got me in quickly and effectively.

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2025-03-24 08:46:22

Very caring team

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2025-03-25 12:12:46

Timely appointment

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2025-03-26 10:25:26

GP I saw was very helpful and professional, made me feel very comfortable and at ease. I have bad anxiety when it comes to going to the doctors, but since going the idea of having another appointment doesn't make me nearly as anxious

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2025-03-26 10:28:21

I have been able to get appointments when needed and the receptionist has been very helpful

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2025-03-26 10:29:15

I have always experienced great care from the staff but I've recently been very unwell and they couldn't do enough for me. I received great care and support.

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2025-03-26 10:29:18

I saw a doctor, who explained what the results of my recent blood test showed, and what further information is required. He answered all my questions and I left feeling that I had been properly listened to.

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2025-03-26 10:39:55

I was seen by a practitioner and she was very thorough

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2025-03-26 11:41:23

All staff are very friendly and do their best with limited resources and limited number of appointments

available to offer.

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2025-03-26 11:48:27

Friendly, knowledgeable nurse for blood tests etc.

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2025-03-26 16:15:07

It would have been very good if I hadn't had to wait three weeks to see the doctor of my choice

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2025-03-26 17:55:02

Staff very helpful

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2025-03-27 11:03:08

I have never been a big fan of blood tests due to past experiences. But the one I had this morning was virtually pain free. Thank you Katie.

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2025-03-31 11:26:12

Got a emergency appointment today receptionist very good also doctor Roberts