

NHS Friends and Family Test

June 2025

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

Free text question. There were 36 responses:

2025-06-04 08:28:12

Because surgery has been good to me

2025-06-04 08:28:21

So far with my ongoing problem I comend the nurses

2025-06-04 09:59:10

I've had no complaints in the treatment i have received everyone has been helpful.

2025-06-04 12:40:08

Seen promptly and clinician answered my questions and did my bloods very efficiently, receptionist also dealt with another issue very professional with a satisfactory outcome.

2025-06-05 09:23:13

Katie is the loveliest nurse. Always very helpful and understanding.

2025-06-05 09:24:36

The doctor was very thorough and acted very quickly.

2025-06-05 09:35:47

Your receptionists are always very polite and helpful. My most recent session with Dr Roberts was particularly satisfactory, his referral to the hospital resulted in a very prompt response and already I have a telephone consultation scheduled for tomorrow morning. Grateful thanks to Dr Roberts. Best regards
Chris Waterman

2025-06-05 14:01:28

From receptionist to clinician all staff were friendly and efficient my first visit to this surgery has been very successful and impressive

2025-06-07 09:58:21

Since moving over from toftwood surgery, everyone has been so helpful who I have come into contact with. Nothing has been an issue to be resolved

2025-06-12 08:15:52

Was seen on my appointment time, nurse was very good with my daughter

2025-06-12 08:17:27

Was seen on time.

2025-06-12 08:19:01

Quick and efficient

2025-06-12 08:30:28

The nurse practitioner was very informative and reassured me about my son's throat issues.

2025-06-12 11:24:07

I was able to get an appointment the same day. Also received friendly professional advice.

2025-06-12 13:21:48

Appointment quick, very professional and helpful

2025-06-18 13:45:48

No waiting on time

2025-06-19 08:40:41

Good communication from start to finish

2025-06-19 08:41:23

Overall happy with the service. When ringing reception it isn't ideal that it is closed at lunchtime as that is the best time for me to ring.

2025-06-19 08:42:11

I find it better to talk face to face with receptionist to try to get an appointment.

2025-06-19 08:43:17

Excellent GP visit

2025-06-19 08:44:07

The nurses are very kind and helpful but the last GP I saw was a bit impatient and I felt I shouldn't be there. I had previously approached the chemist on my issue with mixed results which is why I wanted to to see a doctor. I didn't feel she had the time to listen if I had tried to explain.

2025-06-19 09:18:28

Always get an appointment when necessary, courteous, friendly doctors, nurses and generally a good experience all round.

2025-06-19 09:28:47

Because I have had the best of care all times

2025-06-19 09:52:35

Very at ease with nurse and grateful for fitting me in for bloods for hospital.

2025-06-19 10:50:37

Always helpful and efficient. Staff are always knowledgeable

2025-06-19 13:26:20

The help and support I receive from the Theatre Royal Surgery is exceptional at all times.

2025-06-19 17:47:02

The nurse who took my blood was lovely. Very understanding about me not liking needles

2025-06-21 11:58:38

Prompt professional service provided by each member of the truly dedicated staff.

2025-06-24 09:47:11

I saw Katrina Hudson for a blood test and blood pressure check. She was amazing. Answering any questions with such passion for the job she does. I have always been impressed with the level of knowledge of all the staff but she just topped it and deserved a mentioned by name.

2025-06-24 12:04:11

I saw Katie one your healthcare assistant and whilst I was having my blood test she was so kind and so happy and I mentioned I worked at the hospital and i wanted to do my blood training and Katie sat through and talked to me how I would do it and spoke through how I would put the torque on and which blood

sample would go in the different colour bottles,she gave me really good advise.I had a really good appointment I would really recommend Katie for blood test,thank you Katie

2025-06-24 18:57:09

Very good with examination, hospital stay was required and dr with correct diagnosis .

2025-06-26 08:47:58

All of you are very helpful

2025-06-26 09:02:48

Always a professional and friendly service

2025-06-26 10:03:40

Because it was a good service

2025-06-26 12:14:09

Because it was good

2025-06-29 17:22:25

The nurse that I saw was very friendly and helpful
