

NHS Friends and Family Test

May 2025

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

Free text question. There were 26 responses:

2025-05-01 13:06:49

Quick and efficient

2025-05-06 08:25:49

Good service

2025-05-06 09:09:16

Everything had been wonderful. From the initial contact made to the rd option staff to the nurse practitioner and the doctor. All perfect

2025-05-06 12:28:56

I was seen without too long waiting by the Nurse Practitioner. I was happy with the appointment and the referral being made for orthotics which is the reason for my appointment.

2025-05-06 17:50:25

Can find no reasons to fault the way I was treated.

2025-05-07 11:52:32

Kath the Diabetic Nurse is very friendly and nice, my appointment was not hurried and she coped with my fear of needles in veins very professionally. Thank you.

2025-05-08 08:27:01

Efficient and professional

2025-05-08 10:31:57

Better service than my previous doctors.

2025-05-08 11:17:15

The nurse practitioner was so thorough and helpful. She organised an xray for me hospital phoned am I was booked in pm how marvellous.

2025-05-08 16:38:03

Seen on time and blood taken easily

2025-05-12 08:24:56

All the staff were very helpful and friendly.

2025-05-14 09:23:27

Waiting room was a bit too hot

2025-05-14 09:27:15

The staff was very kind and reassuring towards my situation.

2025-05-14 09:28:53

All staff are friendly,courteous, and very helpful.

2025-05-14 10:27:38

My appointment was on time and the nurse who took my bloods was polite and totally professional throughout the procedure

2025-05-14 10:29:00

Appointments when you get them are fine, but making an appointment is difficult and time consuming. For example my wife had to visit the surgery first thing in the morning to arrange to receive a telephone appointment.

2025-05-14 14:39:13

I was able to book an appointment easily and quickly and on the day everything was on time.

2025-05-14 15:47:45

The Nurse answered all my questions & was very helpful

2025-05-14 16:21:59

Since I have transferred over to this surgery I have nothing but extremely high praise! Every interaction that I have had whether it is with Reception, a Nurse or a Doctor I have been dealt with quickly, politely, thoroughly and with respect. I feel like I am at a private healthcare compared to where I was.

2025-05-20 12:29:11

Painless, lots of information very knowledgeable friendly and polite, thank you.

2025-05-22 09:49:12

Katie was very helpful and polite and answered all my queries about the tests, Thankyou

2025-05-22 09:55:30

Danica was amazing this visit and more importantly on my previous meeting when she diagnosed me. Her treatment was efficient, kind and caring. I am very pleased with the outcome of her treatment and she seemed genuinely relieved too.

2025-05-22 10:14:04

Competent, caring helpf

2025-05-22 10:34:44

I was seen on time. The NP I saw was friendly, professional, thorough & helpful.

2025-05-22 12:42:06

Appointments on time. All staff helpful and pleasant.

2025-05-30 15:20:06

Katrina hudson went above and beyond in my appointment, she listened to me where before i have been dismissed. Made me an appointment with a doctor to go over my symptoms and look at how to sort things for me going forward.