

NHS Friends and Family Test

July 2025

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

Free text question. There were 64 responses:

2025-07-02 09:34:17

The nurse had a very pleasant demeanor.

2025-07-02 10:03:17

Sometimes it is impossible to get an emergency appointment

2025-07-02 10:04:13

My appointment was on time and the nurse was very good

2025-07-02 10:20:52

I was surprised when she said I had asked for the appointment. When reading text messages I was asked to make an appointment with her.

2025-07-02 10:27:11

My experience of service has been good

2025-07-02 11:15:03

Very quick to be seen and very personable

2025-07-02 11:29:41

Very efficient service

2025-07-02 13:16:38

Saw Nurse Practitioner who was very helpful.

2025-07-02 20:37:37

Arthur's words "I don't love the doctor"

2025-07-05 17:31:12

On time appointment and good care given

2025-07-08 14:42:10

Trying to get an appointment is really difficult even if requested by the GP.

2025-07-10 07:59:28

This was my first appointment at Theatre Street surgery after having to move doctors. I had excellent experience.

2025-07-10 08:01:34

They are polite and dealt with my problem almost immediately

2025-07-10 08:16:34

Everyone at this surgery have all been very polite, respectful, friendly. The GP's have always listened to me, done their best to help me with my health issues. The nursing staff are very friendly, polite and supportive. The reception staff are always very kind, polite friendly. They do their very best to get you appointment with either the doctor or nurse. Not had any problems with anyone at this surgery.

2025-07-10 08:26:22
Fast efficient service

2025-07-10 09:09:28
Because you always been good to me and my family

2025-07-10 09:29:32
Never had any problems

2025-07-10 11:52:42
The surgery is good, but the drs need to listen to the patient more , the staff are friendly

2025-07-10 18:11:21
They are all helpful , kind & friendly staff .

2025-07-10 18:36:00
Got in on time and saw my own dr

2025-07-13 17:30:00
I've transferred from Toftwood surgery, and felt welcomed by the receptionist n from my doctor n nursing team. Very efficient n professional

2025-07-13 17:46:50
Because everyone at Theatre royal surgery are helpful , kind & friendly.

2025-07-13 19:15:30
I am happy with the service provided

2025-07-17 08:11:39
I find reception, nurses and my GP very caring.

2025-07-17 08:12:53
Akwys making me smile and happy.

2025-07-17 08:14:26
My first time at the practice and found the staff, and appointment were very good.

2025-07-17 08:14:51
I find reception, nurses and my GP very caring.

2025-07-17 08:16:35
Very helpful receptionist, Dr Patel was understanding and informative got the treatment I needed booked in quickly even the TRP had my medication ready for me very quickly.

2025-07-17 08:26:19
Professional and Personal

2025-07-17 08:33:16
I rang Monday morning for an appointment to see a doctor and was given an appointment that morning. That's something that hasn't happened in a very long time.

2025-07-17 08:36:39
Appoinment on time and nurse was very friendly and made me feel at ease

2025-07-17 08:54:07
Fast, efficient and friendly, need I say more!

2025-07-17 09:43:40

My gp listens to me, doesn't dismiss me

2025-07-17 10:12:04

Seen by my GP same day followed by ECG same day.

2025-07-17 13:51:00

After being failed by my own GP's triage system I registered as temp patient here. Seen by Dani the nurse practitioner who was fantastic. Covered everything and very compassionate to my issue. I got antibiotics and did not have to go to the walk in centre or have extra time off work. Having been let down and treated badly at my own surgery I see how good this surgery is. Thank you

2025-07-17 14:42:45

Dr was so kind helpful made me feel at ease

2025-07-22 06:33:07

Very efficient and no problems

2025-07-24 08:58:57

Appointment came through quickly, was very easy to book. Staff kind and courteous

2025-07-24 08:59:09

I always get good treatment and kind nurses who care about me

2025-07-24 09:02:16

Your receptionist were very helpful and booked me in when I was early, the doctor was friendly helpful and understanding. Genuinely all your staff are polite friendly and understanding

2025-07-24 09:04:24

Polite, helpful, professional and can only praise everyone concerned in the practice.

2025-07-24 10:41:55

The appointment was early for a change

2025-07-24 12:45:16

The only time I have had blood taken without a mark at all on my arm. (I have frequent blood tests at hospital)

2025-07-24 13:30:45

Because Dr Vincent, tried to sort out my problem

2025-07-24 13:47:35

Always treated with care and respect. Thank you

2025-07-24 19:18:20

Easy to book an appointment, had to cancel and then rebook and was able to do this easily. Friendly receptionist. Appointment with my Dr was on time and he was very caring and listened to my concerns.

2025-07-25 08:32:02

Always on time

2025-07-25 13:20:08

I waited weeks for an appointment

2025-07-25 16:02:34

The nurse's are friendly and very helpful and efficient

2025-07-25 20:57:07

Appt easy to make, on time and staff friendly but endured a very bruised arm after a routine blood test

2025-07-30 08:15:34

Always timely responses to online forms. In person appointments conducted professionally and with empathy.

2025-07-30 08:18:19

Given same day appt and medication provided to tackle the issue. Dr Roberts was absolutely amazing, requested samples, results back the day after and issued more medication based on that. Dr Roberts even called me late in the evening to give me the result's.

2025-07-30 08:19:03

Taken care of very well indeed 100%

2025-07-30 08:20:20

Because you are the best and always helping and also very friendly thank you so very much Soili Clay

2025-07-30 08:21:20

Dr Sean Roberts was absolutely fantastic in answering my questions and explaining everything. My appointment was at 8.20am was a short wait but this is expected in a busy practice. Receptionist was helpful as always when booking my appointment. Well done everyone

2025-07-30 08:33:16

Short wait,no problem changing appointments. Very friendly staff.

2025-07-30 08:48:23

Great at times like yesterday talked to a doctor got perfect advice that got the right results. Thank you.

2025-07-30 09:38:12

Because I received a very reassuring service.

2025-07-30 11:42:11

Some things were addressed but not all . Other appointments were made as there was a lack of time for the appointment

2025-07-30 11:59:50

Staff helpful and informative . lack of confidentiality in reception very uncomfortable for most patients. People missed appts because unable to sign in on screen and long ques to see reception

2025-07-30 13:58:49

The nurse I saw was very understanding and gave very clear instructions as to what I had to do to improve my condition

2025-07-31 07:46:16

Katie is amazing. She makes me feel at ease, was so calm the 1st time I had bloods and fainted and now remembers and makes sure I lay down. She is very reassuring without being patronising, just so calm. I have found the lady I always want my bloods with.

2025-07-31 11:39:54

Overall service very good always polite and courteous .they all do a very good job.

2025-07-31 20:46:26

All of Staff Doctors,Nurses,Receptionist are always very helpful,supportive ,kind and doing their best Big Thank you.Soili Clay
