

NHS Friends and Family Test

August 2025

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

Free text question. There were 39 responses:

2025-08-08 10:47:34

Lovely friendly staff

2025-08-08 10:53:40

I love my surgery. They are kind, considerate and thoughtful.

2025-08-08 13:19:29

Practice tries its best to coordinate my care from the hospital

2025-08-08 14:42:37

Always seen on time

2025-08-08 17:27:10

Because Alexandra was very professional, reassuring and my blood test procedure was painless.

2025-08-08 18:56:39

Efficient and friendly Clinician.

2025-08-10 11:02:53

Always found I can get an appointment when required. All staff are friendly, helpful and very professional.

2025-08-11 11:14:28

On the ball

2025-08-12 08:24:56

Very friendly and understanding

2025-08-20 09:43:15

They have time for you as being a patient it's very important to get the right treatment

2025-08-20 09:48:06

Appointment date convenient and seen on time. Clinician very personable and efficient

2025-08-20 09:52:01

Very difficult to get an appointment. Having to join a queue at 8am is ridiculous.

2025-08-20 11:08:45

Got an appointment when i needed it friendly service

2025-08-20 11:22:14

I was seen for blood i was in before my appointment time the young lady was very professional and i was done quickly and out

2025-08-20 12:18:46

Prompt service professional staff gives patient confidence that problems are being dealt with properly.

2025-08-20 12:33:43

I felt the doctor actively listened to me and although i required gave me some excellent advice which i am going to follow.

2025-08-20 12:40:19

Some GP's are good, some aren't very helpful. Also when requesting documents my full report should be in the system if the person has always been a client in this surgery. As even if the system updated it should have the full report of a patient not just the partial report. The best Nurse Practitioner in the surgery by far is Katie Osley comapred to the actual GP's.

2025-08-20 14:39:24

Excellent service

2025-08-20 17:56:17

I was late for my appointment (not my fault!) but saw the doctor quite quickly & the receptionist very helpful & called a taxi to take me home.

2025-08-21 09:30:44

Lovely lady, had a blood test, didnt feel a thing

2025-08-22 13:18:48

The blood sample taken was one the best also I ask some questions and she looked them up for me and and she would check if they are right and called me later that day to confirm what she told me was correct. How about that for service

2025-08-27 07:33:35

Friendly Atmosphere

2025-08-27 07:55:52

The problem I went in for was sorted out very quickly

2025-08-27 07:59:26

The nurse did the job swiftly and politely I didn't have a problem making an appointment this time. I am aware to make a dr app is much harder..

2025-08-27 08:01:19

Not very happy with the follow up by txt message not clear information on the results

2025-08-27 09:10:28

Got sent to a farmacist instead of a doctor with an infected thumb and all they said was put painkiller cream on it just before i went abroad on holiday so had to seek medical help abroad to get antibiotics as i could have got sepsis.

2025-08-27 11:45:17

Always found everyone to be very kind caring and understanding.

2025-08-28 08:25:21

On time friendly nurse

2025-08-28 08:27:59

Because I can't fault it at the moment so Im quite Happy and thankyou

2025-08-28 08:29:20

Never had any issues with surgery always very approachable

2025-08-28 08:34:00

Easy of booking in. Waiting time minimum.

2025-08-28 08:53:51

Very friendly and on time

2025-08-28 08:59:45

Thay do great job

2025-08-28 09:04:09

I checked in on time, within a few minutes, the nurse called me in for my appointment.

2025-08-28 09:29:46

All staff were lovely helpful & friendly. I was able to book an appointment to see my GP. The pharmacy has been great they text you when your prescription is ready. Overall I think all members of the team are wonderful & would like to stay thank you to you all for all your hard work.

2025-08-28 11:12:07

Had good experience with the doctor

2025-08-28 13:52:27

Katie and Kayleigh are so good. I go to the hospital and end up black and blue! Katie Kayleigh ar both equally as efficient at locating a vein and taking my blood without any problems. Thanks girls

2025-08-28 15:39:55

Very professional. On time.

2025-08-29 10:51:54

Since the call back good improvement, well done
