

NHS Friends and Family Test

October 2025

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

Free text question. There were 40 responses:

2025-10-01 09:01:54

I have a few really painful bloods test but Katie Hudson was so gentle and reassuring. It was over and done with in a matter of seconds and pain free. I will be requesting every blood test to be with her from now on. I hope this can get passed on to her as she is so kind and caring. Thank you Katie.

2025-10-02 07:06:35

Was good but appointments were running late

2025-10-02 07:11:51

Friendly staff and I am able to get an appointment within a reasonable time

2025-10-02 07:21:37

Excellent service always.

2025-10-02 07:33:32

Katie was amazing!! She made me feel so relaxed as I have a phobia of needles. She took her time with me and made sure I was comfortable before starting. She really went the extra mile and she's a credit to the surgery. If I ever need bloods again I know who to ask for

2025-10-02 09:06:41

Have no problem getting same day appointments

2025-10-02 09:13:11

I was explained my symptoms through out, checked on twice!

2025-10-02 12:09:30

Always first class service at TRS

2025-10-02 12:36:00

Very helpful and polite receptionist. Understanding, kind and thoughtful doctor we saw, have seen her a few times with my children and always making you feel listened to and so caring it's unreal. Very lovely lady. Always means much more when someone really does care and goes that extra mile to help.

2025-10-02 15:04:03

Staff pleasant and welcoming. Surgery offers a good and efficient service

2025-10-02 16:40:52

I filled in a questionnaire when I was in the practice because I was so pleased with the service I received from Dr. Robert's.

2025-10-03 14:20:02

Katie and Kayleigh are the only 2 people to get my blood 1st time without digging around in my arm. They're both very bubbly and make you feel so at ease. They're very similar actually and I really like that I've built up a rapport with them both. Thanks ladies.

2025-10-03 17:47:33

Always helpful, good doctors service

2025-10-05 15:48:16

A positive visit

2025-10-08 14:46:46

The whole team are so professional respectful and kind.

2025-10-09 08:07:18

Always friendly and helpful staff .

2025-10-09 08:26:18

Found the receptionists very friendly and helpful

2025-10-09 08:39:51

Reception was prompt and efficient, appointment was within two hours, Dr Robert's was excellent

2025-10-09 08:42:13

Staff are polite and understanding. Receptionists extremely so.

2025-10-09 09:06:10

This year I have experienced changes in accessibility and it feels like my G P surgery again, indeed, I firmly believe the surgery's outreach, and diligence could well have saved my life. Once again their kind and helpful team are exactly what I always used to experience. I feel cared for and respected whenever i need them. There was a period when i felt we were loosing the practice but not any more. I feel they are back and tip-top in caring for our community.

2025-10-09 09:12:29

Without having to they screened me and have picked up a Cancer i was unaware of, acted promptly and treated me. I have my total gratitude.

2025-10-09 09:16:24

All my issues dealt with a great help and reassurance

2025-10-09 09:56:05

When I needed medical assistance I was pleased to find helpful, polite and supportive staff and a doctor who provided a thorough examination to come to a course of treatment to aid recovery. Many thanks all.

2025-10-09 10:19:47

Good and prompt communication. Services carried out professionally.

2025-10-09 14:03:29

Appointments are easy to get now. Was given my book test for 5 minutes after asking for it. Saw Katie Hudson who was amazing as I'm scared and anxious but it was done before I realised. The whole surgery are brilliant and kind caring people.

2025-10-09 14:03:57

I can't fault Katie for blood tests so quick and efficient

2025-10-10 11:03:26

Excellent Drs and nurse practitioners are always supportive and offer support.

2025-10-11 18:39:59

It's a busy practice but very well organised. Every department I have contacted has been professional and kind.

2025-10-13 13:03:29

I see nurse Crossland on a monthly basis - without her help and understanding i wouldnt be where i am today

2025-10-15 09:19:32

Looked after me very well

2025-10-15 09:53:54

I never have a problem making an appointment and most people are very nice

2025-10-15 10:00:36

Always treated respectfully and feel comfortable with all NHS clinicians.

2025-10-15 16:38:07

Treatment was excellent and I was told exactly the procedure that was about to be completed and doctor and nurses were brilliant.

2025-10-15 16:47:38

Very welcoming and informative visit

2025-10-15 17:34:37

The nurses were fantastic and made the whole process easy and stress free

2025-10-15 18:45:46

The doctor was pleasant and I felt she had time to talk to me.

2025-10-15 19:22:41

All 3 clinicians present were very friendly and efficient. My minor surgery was painless and they made sure i was fully aware of the process. Great job Dr Falkingham, Kayleigh and assistant (sorry forgot name)... Thank You so much

2025-10-17 14:40:41

I was seen on time and treated by a doctor and nurse. My_ procedure was carried out efficiently in a relaxed setting.

2025-10-30 12:35:09

I think if I needed to see a gp urgently I probably (hopefully) could. However, lead times of 3-4 weeks for a phone apt is unacceptable. Also, left hand doesn't know what the right hand is doing - the continuity of care between the gp, reception and haematology is fractured causing errors and delays in tests and referrals which makes lead times even longer. This has happened twice to our family in the last 3-4 months. Also not impressed by how much you can hear between the walls; you can literally hear the whole conversation of the triage (?) room in waiting room 2, but all the rooms are pretty bad this way for what are extremely confidential appointments. Appreciate the extra pressure staff are under with Toftwood's closure, but getting a decent gp apt was difficult before this - especially if you actually have a job and work full time. Also not helpful for working people to have no access to the online system for messaging and appointments outside normal opening hours. I have relatives in Norwich who get gp appointments and referrals much easier and quicker (even mental health apts); not sure why there is such a difference with this surgery. I don't doubt the hard work of all who work at the practice - but there is clearly scope to make improvements and learn from the sharing of good practice from elsewhere within the nhs.

2025-10-30 23:37:21

Can normally get appointments same day. Good at letting me know when vaccinations are needed.