

NHS Friends and Family Test

December 2025

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

Free text question. There were 51 responses:

2025-12-04 09:37:31

Very good service

2025-12-04 09:40:26

No problem with my appointment on time and very professional taking the blood

2025-12-04 09:40:46

The surgery remains a fantastic one providing support and care of the highest order. There is little doubt you have much asked of you in very challenging circumstances and despite this deliver a first class level of care time and time again. I cannot thank you enough.

2025-12-04 09:45:34

Always very helpful thank you all

2025-12-04 10:22:27

Staff were very friendly and understanding. The service was super easy and manageable and went very smoothly.

2025-12-04 10:29:08

Friendly,efficient and not rushed

2025-12-04 10:36:19

Making appointments is always a trial

2025-12-04 14:23:50

On time. Nurse very helpful.

2025-12-04 19:42:00

The staff are kind and do their best considering the pressure the Health Service is under. The help I personally received was very useful.

2025-12-05 20:30:23

Never had any problems.

2025-12-05 21:05:35

I went to the surgery at 8am , explained my difficulty and given an appointment to see a GP at 9 30. Excellent service.

2025-12-11 09:58:06

I got an appointment the same day with Jovin, he was very thorough.

2025-12-11 09:58:24

Took 6 days to get a nurses appointment, but excellent service on the day .

2025-12-11 10:02:03

Caring treatment and quick response to my needs.

2025-12-11 10:02:10

Never any problem with theatre royal surgery always very efficient & helpful

2025-12-11 10:03:47

All different tests etc have been done BUT nothing so far has resolved the ongoing problems

2025-12-11 10:04:45

When I spoke with Dr Roberts he was very polite and showed he was very interested in my on going treatments. I really felt I had his complete attention.

2025-12-11 10:06:20

The practitioner I saw was incredibly kind, patient and helpful. She eased any anxiety I had and made sure she explained what she was doing and her thought processes on my treatment plan.

2025-12-11 10:18:42

Very polite receptionist. Dr took time going through my problems, didn't feel rushed.

2025-12-11 10:23:09

Because it is very good.

2025-12-11 10:36:34

Notes from telephone conversation with the receptionist not passed onto the GP or noted on my record that the conversation went ahead even tho I asked the receptionist to put the note on my record for future reference. When coming in for a blood test, the HCA seemed down and depressed, she didn't make conversation, she seemed rushed and made my arm bleed extremely bad.. iv had lots of blood test in the passed and my recent one was very painful and blood poured from my arm. The HCA didn't speak and wasn't friendly.. it seemed like she didn't want to be at work. I know it was early morning and some people have things going on however you should leave your worries and woes at home.

2025-12-11 11:10:45

Very professional and very good service and practice is always helpful

2025-12-11 15:09:27

Friendly, efficient & polite reception and pharmacy staff. Doctors are caring, thorough interested in patients, and proactive in preventative action and treatments. Increased numbers of patients now causes long telephone call waits and reduction in available appointments

2025-12-12 10:46:17

Appointment was on time and test carried out professionally

2025-12-13 16:11:13

Very friendly, quick and informative.

2025-12-13 16:20:09

I saw Dr Falkingham and a nurse today, who were very friendly clinicians - both made me feel so looked after and informed. Instantly made me feel at ease. Thank you so much

2025-12-13 17:27:30

Dr Falkingham and her assistant were truly amazing today. Absolutely fantastic. Thankyou so much.

2025-12-14 21:59:14

The staff were really supportive and helpful. One lady talked me through my procedure and reassured me the whole time;)

2025-12-18 09:48:48

It has taken over 3 weeks to get a face to face appointment with a doctor and then 2 more weeks to get a

blood test

2025-12-18 09:48:56

The waiting time for appointments is too long.

2025-12-18 09:52:21

Haven't been there long, but always really accommodating and really friendly!

2025-12-18 09:56:58

Excellent service

2025-12-18 11:14:14

Very polite doctor, on time appointment. Pleasant reception staff .

2025-12-18 13:06:48

They are always accommodating and help and go above and beyond with my elderly parents

2025-12-18 13:58:04

Excellent service

2025-12-19 08:09:34

Dealt with the issue promptly

2025-12-19 08:10:26

The nurse I spoke to was very informative and friendly

2025-12-19 08:38:50

Making an appointment was straightforward. With a quick response.

2025-12-20 18:29:30

Very efficient and quick to help with my problems

2025-12-23 09:26:19

Lisa and team are always understanding when I have concerns and make an appt to see Dr.V. All staff are caring and pleasant.

2025-12-30 11:06:12

The service was good but the wait times weren't good on this occasion

2025-12-30 11:15:45

I required 2 appointments for different things and the Administrator helpfully made them for the same day and within an hour of each other. This meant I only had to take a limited amount of time off work.

2025-12-30 11:29:13

Prompt friendly efficient service

2025-12-30 11:30:03

Receptionists always polite and helpful. They are the face of Theatre Royal Surgery.

2025-12-30 12:19:44

Kayleigh was very personable and very good at what she does. She made me feel as ease.

2025-12-30 13:11:20

The treatment by your practice nurse was exceptional

2025-12-30 13:41:18

Didn't have to wait long before I was seen very friendly

2025-12-30 14:17:36

Excellent service, no long wait, simple and easy. Also super friendly and knowledgeable service too!

2025-12-30 14:21:54

I am very pleased with Theatre St surgery, they will always call me in for necessary checks. I never have to wait long to see someone and there has never been a problem with obtaining my medication. They are friendly and efficient and I can't fault the service they provide.

2025-12-30 16:03:53

The staff at the surgery are always kind and understanding if there is a problem.

2025-12-30 21:11:53

The registration process was quick and the staff were helpful and very quick to get on board as new patient. This was followed up by quick allocation of appointments with the Doctor and Nurse