

NHS Friends and Family Test

January 2026

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

Free text question. There were 62 responses:

2026-01-02 08:08:57

Friendly helpful staff.

2026-01-02 13:04:27

Doctors were very nice, felt like i was being listened to

2026-01-02 17:55:45

Everything is very efficient. I get clear text messages with easy to follow instructions. The reception team are always kind and helpful as is the pharmacy. My GP Dr Vincent listens to me and explains things in a way I can understand without talking down to me. He understands my thirst for information about my health problems and answers all of my questions. He will also liaise with the hospital on my behalf when necessary.

2026-01-03 09:33:10

Got the treatment I needed from caring staff in an efficient way.

2026-01-03 13:23:17

Always very accommodating

2026-01-04 16:42:47

Very good at what you do and level of care,no complaints,thankyou,mike green

2026-01-04 20:00:58

They are always very helpful.Nothing is too much trouble.They do everything they can to help their patients

2026-01-05 20:28:54

They are all very nice and helpful.Nothing is too much trouble

2026-01-07 10:55:12

Was quick and efficient and very friendly staff

2026-01-07 10:55:28

The clinician I saw, Katie Osley, was very friendly and made me feel comfortable and at ease, while also taking my medical issue very seriously and openly discussed the best course of treatment for myself.

2026-01-07 10:55:35

Nurses are super friendly! Didn't wait for long and was very fast. Thank you very much

2026-01-07 10:55:54

I was treated with dignity and respect during my appointment and was given clear and caring advice.

2026-01-07 10:56:56

Pleasant staff with good doctors and nurses.

2026-01-07 10:57:19

Appt was at the time set with no delays.

2026-01-07 10:59:48

I came in for Thyroid blood test. The Nurse was very good & helpful , there was no bruising .

2026-01-07 11:31:52

On time very pleasant nurse what more can you ask for

2026-01-07 12:27:43

I was seen promptly by a nurse practitioner and given some reassurance and medication to hopefully help my issue. I was made to feel cared for and listened to and I felt like I have a port of call with the nurse should I need it.

2026-01-08 16:09:55

Got a reminder of my appointment, which was handy. The receptionist was helpful and friendly. The appointment was on time. I was given information and leaflets about healthy choices to prevent diabetes. My experience was very good.

2026-01-09 12:53:05

Communication poor

2026-01-09 17:24:53

It's a battle to obtain appointments due to too many patients after a local surgery was closed and our surgery having to absorb the patients!

2026-01-10 18:30:11

Seen within a few hours of contacting the surgery. Referral required and actioned the same day. Excellent service.

2026-01-11 14:51:08

very efficient and helpful and friendly

2026-01-14 21:05:01

Dr Roberts excellent and receptionists very helpful. Issues getting timely appointments still remain at times.

2026-01-14 21:05:29

Dr Roberts is very very good. Receptionists have been good when dealing with issues but it is difficult to get appointments at times and the pharmacy needs sorting out in the entrance.

2026-01-15 09:09:43

Short wait and lovely nurse

2026-01-15 09:10:35

Courteous and helpful

2026-01-15 09:11:52

Because it was appropriate

2026-01-15 09:13:22

Because over the years gone by the Theatre Royal Surgery have looked after my health with the utmost care that any patient could ever wish for. Peter Yallop.

2026-01-15 09:31:12

All ways helpful never waiting long to be seen bin here all my life 78 now

2026-01-15 10:23:28

I have no complaints about service. The nurse was very informative. Thanks

2026-01-15 10:50:37

I was able to get an appointment for the ssme day as requested

2026-01-15 11:53:00

Always friendly, patient and professional

2026-01-15 12:11:34

Always polite both Doctors & nurses

2026-01-15 15:47:52

I been having my wound dressed at the surgery by Katie. She has been amazing. When I started I was crying having the dressing removed, she couldn't clean it due to pain. She has worked with me and found a solution. She suggested something for me to try and made me feel she was confident in trying this. We did and I have been able to go get my dressing done without pain and I've seen a dramatic difference in the healing process. I will be disappointed to be going to dereham hospital and not seeing her anymore. She tells me the improvement was down to my hard work using the guidelines she set me but I think it's been a joint effort. Thanks Katie. Lynne

2026-01-16 11:19:48

Excellent,great staff!!

2026-01-17 07:38:47

Do I need to say more

2026-01-17 16:43:34

As always, the service received from all staff is excellent considering the pressure the surgery is under. Thank you.

2026-01-19 12:33:17

Nurse Katie saw my daughter today. She was very warm and welcoming, listened well to everything carefully and did a really thorough assessment. I was very happy with the treatment we received, thank you.

2026-01-22 09:08:39

Danika was brilliant with Violet and explained everything to her

2026-01-22 09:09:05

It's my genuine feeling

2026-01-22 09:14:54

I was offered an appointment on the day and saw Dr Sean Roberts who was brilliant. He explained the treatment I would receive in a positive and explanatory way which was very understandable. His bed side manner is excellent. Thank you

2026-01-22 09:51:03

Was seen on time and all very pleasant

2026-01-22 11:12:34

Appointment on time Lovely Nurse Everything explained well Painless (almost)

2026-01-22 13:21:48

I could not understand the nurse who was talking as she had a face cover on

2026-01-22 18:11:29

The staff are excellent and very helpful. Keep it up.

2026-01-23 20:06:10

Every time I ring the surgery the receptionists are amazing - always helpful kind and trying to find the best way to help. I have seen 5 different doctors in the surgery so far and the one GP that always stands out is Dr Adesoji Tade. He is very kind, always listens to the patient, is professional and is always very thorough with the plan going forward- my big thank you!!

2026-01-23 20:40:30

Needed an appt, got one online same day, didn't feel rushed during appt, felt reassured

2026-01-25 20:56:16

Very pleased

2026-01-27 16:22:27

They told me what i need to know

2026-01-29 09:26:24

Met my requirements in a timely way

2026-01-29 09:28:02

A gp gave my 5 year old a medication which was not licensed for her

2026-01-29 09:31:09

I have had a problem with one doctor, he was obnoxious and ignored a problem I had due to me being late through no fault of my own as half of Dereham was shut and I didn't know this as I was at work. This problem is ongoing and maybe could have been sorted weeks before I had to visit the surgery again

2026-01-29 09:31:12

DR ROBERTS was so kind and helped me so much

2026-01-29 09:33:58

It's not very easy at times to get an appointment when needed

2026-01-29 09:36:21

I have rated the surgery as very good based on my recent experience. I attended for a blood test, which I was very anxious about, especially as I am also anxious to find out what has been causing my symptoms over the past year. The nurse I saw was absolutely lovely and went out of her way to reassure me. She spoke to me about things we had in common to help distract me and overall gave me a very positive experience. She is a real credit to the surgery. I have also always found the receptionists to be very nice over the phone. Unfortunately, there is often a stereotype associated with GP receptionists, but I feel the staff here make everyone feel welcome and genuinely do their best to fit people in when they can, which is very much appreciated.

2026-01-29 09:38:52

Always have had good experiences unlike when my wife needed an appointment urgently

2026-01-29 10:06:56

First class service.

2026-01-29 10:32:13

Allways helpfully amd nice to everyone and i so happy what they do

2026-01-29 12:31:33

Appointment on time, nurse friendly and professional. Excellent service again.

2026-01-29 12:47:27

I cannot fault the whole Theatre Royal team as I find them very responsive and helpful. I really like the option to fill a form in to seek an appointment as being a working parent, spending time on the phone can be a challenge. I have more often than not had contact almost straight away and nearly always same day appointments. I cannot fault mine or my families experiences of the surgery. Thank you!

2026-01-29 14:54:35

Doctor had me in tears. DR VINCENT or can be called Eki Omorogbe. He was rude, unempathetic and had no people skills. He made me feel rushed, like he just wanted to go home. I've never been made to feel like that, especially as i was already concerns about my 3 month old. He shouldn't be seeing children , he has no people skills. Very very unhappy and sad after the appt.

2026-01-29 16:13:42

Some of my questions were answered but not all