

NHS Friends and Family Test

November 2025

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

Free text question. There were 63 responses:

2025-11-05 08:22:23

Everyone is professional and kind.

2025-11-05 11:09:01

Very friendly staff.

2025-11-05 11:23:23

The nurse spotted straight away what the problem was and cleaned and dressed it very well and made it a lot more comfortable

2025-11-05 22:37:25

For three days i tried to make an appointment...after bieng on hold for over ten minutes just to speak to a doctors receptionist i continually was told nobody could answer my call...three days...im asmastic...so i went to the surgery..i walked in ...could not speak to anyone as no-one..as no person was at reception..but at the back three persons...were laughing and chatting like it was not where they were supposed to be...im leaving the surgery ASAP...not what anyone would want to see when they've ran out of prescription and cant even get through to the surgery because of it...ps...maybe if you employed a male...the phone would be answered

2025-11-06 10:26:10

Appointment on time and planned treatment of a long term ailment is working well

2025-11-06 10:32:17

Pleased with overall experience of Dr and staff

2025-11-06 10:53:44

All good

2025-11-06 11:22:36

Previously I have found some of the receptionists abrupt and officious, this time the receptionist was friendly and helpful, the appointment timely and my nurse practitioner kind, caring and knowledgeable

2025-11-06 11:31:54

Polite and frienly

2025-11-06 11:32:03

Dr Roberts has been extremely supportive & has given the. Great care & diligence to my health. The surgery receptionist have been most helpful when I have been in the surgery or contacted the surgery online. I have no complaints & I am extremely happy with the service I am receiving at this current time.

2025-11-06 11:44:46

Helpfull staff, no rushed through appointment even had time I have a chat and a smile , came out to meet you in waiting room couldn't complain one bit many thanks

2025-11-06 12:32:28

Always got smile very helpful

2025-11-06 13:13:18

My GP is always very kind and prompt to help and support me in mine needs. Receptionist are all very professional polite and prompt to help in all problems.

2025-11-07 22:09:23

Spoke with pharmacy assistant as I was anxious about getting my husband's meds on time, I felt she was offhand, sometimes it is a lot of responsibility when you are a carer, and worrying when things don't go to plan

2025-11-12 11:55:53

Every thing was done as expected

2025-11-12 11:56:40

All went well

2025-11-13 09:58:15

Staff were very helpful and quick at getting me an appointment. Medical staff were also helpful and explained everything to me

2025-11-13 10:00:03

Everyone is kind and professional.

2025-11-13 10:00:21

Appointment for blood test on rime did not have to wait

2025-11-13 10:01:50

Appointment for blood test on time

2025-11-13 10:37:35

Caring & professional.

2025-11-13 11:02:38

On time and efficient.

2025-11-13 12:45:20

A very pleasant surgery to visit. Cheerful helpful staff and doctors.

2025-11-13 12:49:50

The appointment was given almost immediate

2025-11-13 15:03:07

Had a very good experience and very pleased with how it all went.

2025-11-13 15:06:55

Staff were excellent

2025-11-13 15:09:25

Overall a good experience

2025-11-13 16:23:32

I wanted advice from the doctor. All i got was a thyroid test and no advice. My grandad died of an abdominal anurism. My dad has had an operarion for Abdominal aortic aneurism and has routine scans for anurisms behind the knee. My sister was born with a hole in the heart and has had a heart valve operation. I have a low heart rate. There is clearly a cardio vascular issue thay runs in the family. My question to the doctor was, can we look into this now as i dont want to find out when it is too late. Too which the doctor replied youll be screened at 65. I then asked, at what point should i worry then, to which

he gave the same answer, you'll be screened at 65. We'll do a thyroid test to be sure (i had routine blood tests earlier in the month for an over 40s check up). What purpose did the thyroid test serve? If theres an issue running in the family, why should i wait until its too late?

2025-11-13 16:39:05

Katie is so good at doing bloods. She takes her time and makes you feel at ease. She has a very calm,caring manner about her.

2025-11-13 17:42:49

It was easy to book myself in on arrival, my appointment was on time and the care I received from the nurse was top class.

2025-11-13 18:51:20

Not on time, about 10 minutes late. I am not concerned about that.

2025-11-13 21:10:38

The staff have always been efficient & friendly

2025-11-14 00:09:02

Very lovely doctors, couldn't ask for any better ones. Only thing was they were 20 minutes late. The people for the next appointment shew up before I even went in.

2025-11-14 08:42:40

Kayleigh, Katie, Kim and now Becks are all seeing me regularly for bloods. They're all so good and we have built up a lovely rapport. It's so nice to come in and be welcomed. They all remember previous conversations. I'm so happy with the services I receive from the girls. The surgery has always been good to me but the nursing team that I see are the best. I hear friends complaining about their surgeries or nurses and then feel proud to tell them about mine. I was please to see Katie in the news letter working for the ambulance service in her spare time. The managers must be so proud

2025-11-14 09:36:23

All went well. Awaiting next visit .

2025-11-14 14:36:58

Everyone was very helpful and new there job. I was at ease all the time

2025-11-14 18:05:19

The staff was very supportive and caring. The service is second to none

2025-11-17 23:31:09

Im struggling get appointment s .but im please with the gp s and the staff

2025-11-19 17:44:40

It was quick and painless and the doctor and nurse were very friendly & professional

2025-11-19 18:34:53

Staff very friendly and kind. They explained the procedure and follow up thoroughly. The actual procedure was quick and pain free.

2025-11-19 19:13:46

I attended to have a very minor procedure done to remove 3 moles, i was a little nervous as i havent had this done before. I was made to feel at ease and was told how the procedure would be done. It was over and done with very quickly and the two staff who did this were very pleasant towards me and made me feel comfortable. Thanks!

2025-11-19 21:04:02

Minimal wait. Put at ease regarding procedure. Explained what was happening throughout! Follow up appointment given to check wounds are healing without infection.

2025-11-20 09:56:12

Good service. Just running an hour late. I do understand but can just be frustrating especially when you're not told how long

2025-11-20 10:02:32

Very friendly staff. Understood my needs. Addressed my needs for health and wellbeing. They screen for future potential health problems

2025-11-20 10:02:43

Always available, very professional and extremely helpful

2025-11-20 10:03:16

Everything has been done quickly. All very friendly too

2025-11-20 10:06:31

I cannot fault the surgery, the reception and doctors are very friendly and helpful. Only thing I will say is the wait on the phone can be long.

2025-11-20 10:50:16

Well treated and looked after by both nurse and doctor.

2025-11-20 15:59:27

Very nice to me listen to what I said felt better after talking and was reassured

2025-11-20 21:09:57

All the staff have been very helpful. Although I find it very intrusive discussing any medical condition with the receptionists.

2025-11-21 21:21:35

The nurse(Rebecca) I saw on my last visit was very helpful and took time to explain everything to me .

2025-11-26 09:43:39

They handle my situation very professional

2025-11-26 09:47:40

Given full checkup to make sure chest infection had gone and breathing improved. Was advised to call the surgery if required more antibiotics and no need for another appointment.

2025-11-26 09:56:14

Was given a face to face appointment for 7pm which I contacted surgery regarding to clarify to then receive a phone call out of the blue early afternoon by the doctor and tells me it wasn't a face to face I had it wrong. then undermines me by trying to tell me about my condition that I know everything about, was not impressed to be told how my condition works when he has no idea as my body not his, also to then tells me I need to go to seminar on the condition when I don't drive and have reduced mobility.

2025-11-26 10:00:19

On time and nurse was very helpful with everything I asked

2025-11-26 10:12:10

I got answers to 2 concerns

2025-11-26 11:22:46

Impressive consultation. Professional and empathetic manner and good knowledge.

2025-11-26 11:31:56

Prompt service friendly nurse knowledgeable about why I was having a blood test

2025-11-26 11:49:16

The receptionists are always pleasant and helpful and my GP LISTENED. Thank you

2025-11-26 13:23:17

Not very accessible for disabled. Nurses are great. Drs are dismissive and do not listen. Reception and pharmacy are also good. There is only one Dr worth seeing, especially if your visiting for a more complex condition.

2025-11-26 14:10:56

Katrina was very friendly and informative when i had my appointment. She was very kind and caring. I find the atmosphere at the surgery from all areas is fantastic . Thankyou.

2025-11-26 18:55:09

I have regular blood tests and Katie never bruises me. She will book my next appointment. Swing the same person where possible is really good for continuity of care.

2025-11-26 18:58:30

Prescription service is far better now that it's been taken over. Despite having lots of new patients you can get appointments easily. I had an appointment with a nurse practitioner called Katie who was amazing and thorough, she wanted some bloods and I went to reception to book. The receptionist was called Gemma I think. She was lovely. Give me an appointment for 15 mins later. Called in by another Katie who had called me before my time done my bloods and then I was out before the appointment time. When I was at the other surgery in town I would've waited longer than all of that combined just in the waiting room. 1st class surgery