

NHS Friends and Family Test

February 2026

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

Free text question. There were 55 responses:

2026-02-02 10:10:35

As a Patient the I am pleased with the Treatment and service provided by all of team at theatre royal surgery and pharmacy

2026-02-04 09:01:11

It was very good felt relaxed during treatment consider lucky to have this locally at surgery

2026-02-04 09:13:29

They were very helpful explaining what they was going to do kept mum very calm as she was agitated and scared from start to finish all went very well

2026-02-04 11:58:43

On time. Friendly. Efficient and quick procedure

2026-02-07 08:41:19

Staff were very reassuring and made me feel very comfortable.

2026-02-07 12:04:06

The 2 nurses where very kind , friendly and helpful , there was no pain while during the surgery .

2026-02-12 09:53:00

I rang in and explained my issue, got an appointment via a lovely lady on the phone, was seen and listened to by a lovely Doctor.. no complaints at all from me, I to be fair I never do have any faults with Theatre Royal Surgery

2026-02-12 09:53:06

Always try to help staff friendly

2026-02-12 09:55:52

Left happy that a solution had been given, baby got antibiotics just in case due to wheezy cough and temp Dr didn't seem confident around baby and how to do observations, communication could have been better, simple things like telling me to go and lay baby down and get him stripped so checks could be done, I had to guess what the next steps were. Also come home and realised that baby's throat and ears were not looked at and with a temperature I would have thought this should have been checked

2026-02-12 09:57:22

So far have done everything I needed in a friendly and professional manner.

2026-02-12 10:13:28

Prompt caring and friendly assistance from everyone met during my visits to the surgery

2026-02-12 10:14:33

Fast and effortless

2026-02-12 10:19:28

I was seen promptly and with courtesy and I was able to change the time of my appointment very easy. It can be difficult to get an appointment though if you need one quickly. Not sure about the idea of reception

staff asking what is wrong with you. It can be personal and maybe something you only wish to share with the GP.

2026-02-12 10:29:18

Good friendly staff and very professional service

2026-02-12 10:35:42

It went well

2026-02-12 10:37:24

Simple PSA blood test taken office by a cheery member of staff. Appointment on time. Wish making the appointment could be easier.

2026-02-12 11:02:32

Overall a quick and painless experience as usual when visiting the nurse.

2026-02-12 11:04:36

Friendly and very professional staff

2026-02-12 11:20:45

Very friendly people and calls back when they say they will.

2026-02-12 11:39:55

Becky was supportive encouraging, and reassuring throughout. She explained everything thoroughly and gave me quick feedback.

2026-02-12 12:17:23

Everyone without exception is kind, helpful and treats me with dignity. From the receptionist, nurses or GP this practice is exceptional.

2026-02-13 17:36:57

Always been professional

2026-02-13 17:59:46

Excellent care and advice

2026-02-19 09:38:49

The staff are all friendly and willing to help if needed

2026-02-19 09:45:20

Problems were dealt with quickly and i was happy with how quick i was seen bhy my Dr.

2026-02-19 09:55:26

Excellent service. Doctors, nursing practitioners, nurses, front of desks staff and pharmacy staff are so helpful and caring. I always feel im being listened too.

2026-02-19 10:07:25

Straight forward and clear, received service and help i needed on request and started process for longer term treatment.

2026-02-19 10:16:57

Very friendly nurse who did all tests with ease

2026-02-19 10:17:10

Everyone is friendly and helpful

2026-02-19 10:20:28

All the staff are friendly and make you feel at ease. You feel your being looked after.

2026-02-19 10:35:15

Was on time nurse friendly

2026-02-19 12:10:15

Staff are always helpful , polite , and cheerful

2026-02-19 12:21:15

Helpful staff, checked if I could safely have shingles jab and RSV together, in and out swiftly. In my experience, the good service I can rely on.

2026-02-19 12:40:10

Very prompt, always got an appointment when I needed it. Prescriptions are made up quickly and they're quick to follow up when 111 send referrals.

2026-02-19 17:50:25

Very friendly welcoming staff. My appointment was carried out very efficiently.

2026-02-19 23:13:11

Everyone is caring

2026-02-22 21:20:21

Process was as expected

2026-02-25 19:21:27

Prompt appt

2026-02-26 10:16:23

On time and very efficient

2026-02-26 10:19:55

Keeping on top of my health needs with prevention. Appointments can be made at reasonable wait time.

2026-02-26 10:21:11

You came back quickly with the results and prescribed a change to my perscription, BUT I would have liked to have seen a doctor to go through all the results of the blood and urine and not just messaged to take more of 1 of my repeat prescription. Now I will have to book an appointment with the doctor for more information

2026-02-26 10:25:47

Miss Alexandra Milligan was extremely kind, thoughtful and helpful throughout the appointment.

2026-02-26 10:25:57

A retired GP advised me to see a Dr. I rang at 1145 on Monday and 1030 on Tuesday and both days was told there were no apptmts left, and to try again next day. On Wednesday I went to the Surgery at 7.50 and queued outside in the cold, and got a telephone apptmt. The staff wanted to help, but just getting some kind of apptmt is a major struggle. Also we seem no longer to be told where we are in the queue when we ring. This is a backward step. Instead, when we ring for an apptmt, we get a repeat message advising us to try online, but I think we can't make apptmts online. This adds to the frustration.

2026-02-26 10:32:22

Got to see a doctor on the same day but I had to queue up outside at 7.40am to get that appointment. The doctor I saw was lovely.

2026-02-26 10:42:45

Because the young girl that did my ecg and blood work was very kind and polite took her time to explain what she was doing and then made an appointment for me to see the doctor when my blood test came back. Can not fault anyone in the practice.

2026-02-26 10:46:18

The doctors have always been very thorough i think there are areas or conditions that they do not no a lot about other wise they are excellent

2026-02-26 10:58:57

Happy with consideration, politeness and understanding

2026-02-26 11:37:55

Very pleasant young girl took bloods but i had a bruise afterwards, which is not usual for me.

2026-02-26 13:05:49

Was very friendly and was very quick and professional at dealing with my problem. Thank you.

2026-02-26 17:43:45

Needed a blood test and an appointment to see a nurse was made fairly quickly.

2026-02-26 18:12:55

I was in and out like a flash

2026-02-26 18:51:04

Didnt wait very long - nurse very friendly - overall very happy.

2026-02-26 20:21:01

On time and very polite

2026-02-27 08:51:42

I was not happy with the doctor overall, and I was particularly unhappy with his asking what I wanted out of this visit. Seriously. I would like him to do his job. This was Dr Akhil Viswan.

2026-02-27 18:08:49

My experience was ok
