

NHS Friends and Family Test

March 2026

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

Free text question. There were 68 responses:

2026-03-03 07:39:46

I was given an appointment with my chosen doctor who was very explanatory with my health . I have no complaints on this surgery at all in the 2 years I've been with them . Staff all friendly & helpful

2026-03-03 16:44:36

Very difficult to actually speak to a doctor

2026-03-04 11:06:09

Alwats greeted with a smile. Lovely professional staff

2026-03-04 11:06:42

Nurse was very polite and helpful

2026-03-04 11:06:46

Given appointments, follow ups and referrals as required

2026-03-04 11:08:57

Everything was very easy

2026-03-04 11:09:57

I had a very good meeting with my doctor able to talk things with her. The appointment was on time and outcome very good thanks

2026-03-04 11:12:12

Don't get regular yearly health checks from a doctor

2026-03-04 11:12:14

Sent an online request in due to concerns about labrynthitis after an ear infection. Was told to go to a walk in centre in Norwich which is totally inappropriate. How do you expect patients to drive 20 miles away when walking is a problem and alternative transport is not available

2026-03-04 11:27:42

Never an issue to get through and to see a nurse or doctor. Great service

2026-03-04 12:52:03

I had to wait 3 wks for this appointment but Dr did not rush and was very thorough. I have had no problem getting services from my GP quickly when needed.

2026-03-04 14:22:49

Medication always on time didn't have to wait long to see the nurse

2026-03-04 17:15:08

Always treated with respect by all staff.

2026-03-04 17:41:34

Phone call to see a doctor at 8 am, got a appointment 9-30 am, very good.

2026-03-04 21:21:17

Call back to book appt within a few mins. Appt same morning with Doctor. Appt not rushed. Made relevant referrals

2026-03-05 10:21:18

Appointment on time felt at ease friendly and professional nurse.

2026-03-05 10:46:16

There is always room for improvement

2026-03-05 17:49:27

Always happy with the service from the practice. Easy to use form. Quick reply & appointment.

2026-03-06 11:49:27

Easy access. Friendly nurse felt in the moment

2026-03-07 16:39:40

I think had appointment same day, was very pleased.

2026-03-11 10:43:34

I was seen promptly and the care I received was excellent.

2026-03-11 10:43:43

All staff really helpful. They took time to listen to me. Also took time to make sure I understood all the procedures that they were doing.

2026-03-11 10:44:14

Saw on time..Nice lady..New area clean and tidy

2026-03-11 10:48:43

Always prompt to reply, and courteous

2026-03-11 10:52:34

The doctor answered my questions, but I felt the latter parts of the conversation were left a bit 'open'. The music in the new surgery area is obviously to cover personal conversations inside the med rooms, but it did make me feel v anxious after a while; maybe try something classical or a little more calming? Thanks

2026-03-11 10:57:14

Wasted appointment, attended and was told I could not have the treatment was recommended, all the information was included in the form when I submitted which clearly had not been reviewed as I waited 3 weeks to be seen and was not offered any help. This could have been communicated to me long before the appointment but was not and I missed work for an appointment that I left completely disheartened by.

2026-03-11 11:03:16

The Nurse was lovely and very helpful/professional but I had to wait for about 40 minutes for my appointment which should have been at 4pm. I went to ask the receptionist who was also lovely and she explained there'd been an emergency which was why I had to wait

2026-03-11 11:23:10

Staff are always happy and helpful

2026-03-11 11:33:24

Nurse Katie Osley was absolutely lovely!!!!!! Made me feel so at ease and listened to

2026-03-11 12:24:10

Appointment was on time. Consultation with doctor was precise and informative. Recommendations were

put in place for the treatment I require.

2026-03-11 12:39:15

Small delay in appointment

2026-03-11 14:17:41

would like to express my gratitude to the hospital for the necessary care I received after my surgery, as well as to my GP for continuing to oversee my recovery. I truly appreciate the support and medical attention provided to me. However, I would like to raise a concern regarding my recent appointment for suture removal. During the procedure, the doctor initially wore gloves while removing my stitches. After that, the gloves were removed and the doctor briefly left the room. When she returned, she sat at the computer and completed some work. Afterwards, she applied adhesive plasters to my wound using her bare hands, without wearing gloves. This situation made me feel uncomfortable and concerned about hygiene standards. In my understanding, according to medical protocols, wound care procedures should be performed while wearing gloves. In addition, I did not receive any instructions about how to care for the wound afterwards — for example, when I should remove the plasters, whether I can wash normally, and what steps I should follow during the next stage of healing. Because of this, I had to return and ask for clarification. For comparison, a friend of mine who had a similar procedure and had her stitches removed by another GP was given clear instructions and appropriate wound dressings that allowed her to wash normally. She was also clearly informed about the next steps in her recovery. I am sharing this feedback not as a complaint about the care I received overall, but in the hope that attention can be given to hygiene practices and patient communication, so that patients feel confident and well-informed during their recovery. Thank you for taking the time to read my feedback. Kind regards, [Your Name] Alla

2026-03-11 15:07:05

Receptionist was very helpful and managed a relatively quick appointment. Dr Dani was extremely thorough and answered my questions in relation to my appointment. She went above and beyond with my diagnosis and treatment.

2026-03-11 15:10:58

Overall my experience was good

2026-03-12 09:23:27

Very pleasant nurse, quick and efficient

2026-03-12 10:22:02

Nice people

2026-03-13 23:34:11

Able to get appointment quickly. Not rushed during appointment.

2026-03-16 04:35:54

Because the nurse was understanding and helpful.

2026-03-19 09:20:11

Easy to get an appointment

2026-03-19 09:21:32

Always helpful and polite and ensure you see the correct professional for your needs.

2026-03-19 09:21:36

Dr. Roberts was very understanding very helpful and caring. He did what he could do and then the best thing to call an ambulance.

2026-03-19 09:22:14

I was able to get a telephone appointment far quicker than I feared. The doctor listened and sounded like she cared. I wasn't dismissed or presumed to be making a mountain out of a molehill and the doctor suggested genuinely helpful next steps without dictating to me what should happen.

2026-03-19 09:23:09

Effiviemt polite, froendly, offered alternatives

2026-03-19 09:23:23

Check-in easy. Was seen on time, and saw a very kind practitioner.

2026-03-19 09:28:00

Empathy, helpful, efficient

2026-03-19 09:28:48

All my queries were answered, and a plan was made re future possible treatment

2026-03-19 09:29:51

As usual my appointment was on time, I was listened to, and received appropriate treatment in a friendly efficient manner. I really appreciate all staff at Theatre Royal Surgery Dereham. Thank you.

2026-03-19 10:09:09

Well run practice

2026-03-19 14:04:03

Because when ever i come to the surgery with a problem it hets sorted

2026-03-20 11:41:30

I was treated for an ongoing problem by Katie Osley several times and she showed kindness, patience and understanding until she successfully resolved my problem. She is a great asset to the Theatre Royal surgery.

2026-03-21 17:00:29

Nurse Alex took my blood very quickly and painlesly

2026-03-25 12:17:12

Understood my problem and was helpful

2026-03-26 11:00:05

Compassionate and competent staff

2026-03-26 11:00:25

Always prompt, and professional service

2026-03-26 11:01:00

Reception staff very helpful. I didn't wait too long for an appointment

2026-03-26 11:02:14

On time, professional, friendly

2026-03-26 11:03:53

Dr was approachable and professional about an issue that I've had issues with for years.

2026-03-26 11:04:29

Managed to get an on the day appointment however have to wait 2weeks for a blood test isn't great.

2026-03-26 11:14:57

Easy to make appt and the Dr was amazing with Ethan he was so lovely and understanding and a very thoughtful Doctor.

2026-03-26 11:17:57

Very helpful and the first time i came for a B12 injection without being in a lot of discomfort such a relief thank you.

2026-03-26 11:30:16

The modular unit is very nice and quiet too. Katie is a very professional and helpful nurse.

2026-03-26 11:34:02

They actually care and listen to the issue

2026-03-26 12:04:05

having just moved from orchard surgery where everything you wanted was a battle to coming here and everything is so easy and staff so friendly and helpful i really can't believe the difference superb surgery

2026-03-26 13:54:50

Speedy efficient service

2026-03-26 15:00:51

Knowledgeable, kind and friendly team at both the surgery and the chemists.

2026-03-26 15:37:49

Dr Roberts is always very patient @& understanding.

2026-03-26 19:59:58

I can get an appointment when I need to. Everybody there is friendly and helpful.

2026-03-27 10:37:33

Professional appointment, did not have to wait long, good consultation