

# NHS Friends and Family Test

April 2026

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

Free text question. There were 71 responses:

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2026-04-02 08:10:18

Polite staff, appointment on time, quick n easy

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2026-04-02 08:11:26

The service was excellent

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2026-04-02 08:12:07

Very professional dint have to wait long for my appointment and the young lady was very nice

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2026-04-02 08:14:06

Never had an issue getting an appointment, whether this is on the day, in person. Always satisfied with outcome, they actually want to help. I can't praise Theatre Royal Surgery enough.

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2026-04-02 08:15:17

Was seen and dealt with very quickly.

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2026-04-02 08:19:28

I was amazed that I was given an appointment on the same day as asking for one . For me that is SO important.

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2026-04-02 08:23:09

Seen on time Very professional Would like to be able to discuss blood results with someone

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2026-04-02 08:32:32

I had a non urgent appointment with the GP. The Dr was very understanding and sorted the issue.

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2026-04-02 08:46:19

They are very helpful and stuff very polite and drs and nurses give you time to explain and go though stuff

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2026-04-02 08:52:06

Professional and polite

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2026-04-02 09:28:48

Got through in a few minutes and dealt with quixkly

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2026-04-02 10:14:37

Appt on time. Nurse extremely friendly, supportive and helpful and professional throughout.

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2026-04-02 11:54:32

Staff there always very helpful and the pharmacy team

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2026-04-02 16:02:35

The nurse was lovely explaiened everything .and gave advise on prolaspse very helpful .

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2026-04-09 12:52:52

The nurse was excellent , but not impressed with the on call Dr. Called me into his room , door shut in my face before I got to it. Was quite sharp and abrupt . I see from my notes that he has said I had a pressing

sensation in my chest radiating down my arm , I told him it did not radiate down my arm . I also told him that I can't use the GTN spray as it makes me pass out . Dr Rice used it on me and I was immediately blue lighted to A&E and used it since . I also didn't know that I had Angina which he said I had ! Thank you

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2026-04-10 10:12:07

Given a quick answer to my medical problem

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2026-04-10 10:19:49

Given a quick answer to my medical problem

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2026-04-16 08:24:03

Never any problems

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2026-04-16 08:26:52

The nurse was lovely very friendly and I more or less went straight in

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2026-04-16 08:30:27

I was seen the same day by a nurse practitioner

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2026-04-16 08:30:35

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2026-04-16 08:33:01

We all expect to be helped when illness occurs and the Surgery staff puts much effort into solving people's queries etc. It makes such a difference when the staff are polite to patients as it keeps a calmness and less anxiety. Most of the staff present the politeness and understanding people's frustrations especially when feeling ill.

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2026-04-16 08:34:32

I phoned in the morning got an appointment same day. Was with a nurse practitioner & she checked me out and was able to make arrangements to get blood test & chest X-ray appointment

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2026-04-16 08:35:22

I've never had a problem getting an appointment either over the phone or using the online triage form. You are kept well up to date by the practice. I also find the staff polite and friendly.

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2026-04-16 08:53:49

Always helpful, can get an appointment and lovely staff do an amazing job

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2026-04-16 09:16:34

Straightforward appointment. On time.

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2026-04-16 09:20:33

Be nice to see a doctor more sooner then about a month away

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2026-04-16 10:16:45

Beacause its the truth everyone here is so nice and helpful

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2026-04-16 10:47:51

No waiting for appointment and seen promptly

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2026-04-16 11:38:26

Minimal waiting time, very friendly and helpful staff

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2026-04-16 14:49:16

Never any problems

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2026-04-17 11:46:02

Staff are very friendly and attentive. Never have a problem getting an appointment within a suitable time. Katie and Dani are always very reassuring.

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2026-04-17 14:15:55

Nurse was very professional.

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2026-04-17 16:13:44

They are polite and give clear instructions.

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2026-04-17 19:42:52

I was seen by Kayleigh Armes at the appointed time. Kayleigh was a perfect balance between friendly and professional and I did not feel rushed during the appointment.

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2026-04-18 17:50:18

Everything works

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2026-04-19 04:48:52

Always satisfied

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2026-04-20 09:31:09

I was transferred when my surgery closed but not to this surgery, the other one in town. I had constant problems with them and the staff were rude. I was told I was difficult to get blood from and that they needed me to go to the hospital from now on. I changed to this surgery and had my blood test booked with Katie. I told her I was told I was difficult to get blood from but she said she loves a challenge which made me feel at ease. She got it straight away no digging and no missing. I was very happy with my experience. I have met Katie before as she came out to my dad when he was poorly. She works with the ambulance service in her spare time. In that moment she was calm and just had something about her that eased the situation despite it being serious. She's an absolute star and a credit to have at your surgery. Thanks

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2026-04-21 10:52:30

Went to the pharmacy to collect my son's prescription from another surgery, was expecting to wait as it had only just been sent across and was thrilled that it was there waiting for us. Sally & Tracey were very friendly and made the whole experience stress free.

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2026-04-23 08:00:55

Receptionists always very helpful. The nurse I saw, was polite, and thorough, swiftly but not in a hurried manner.

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2026-04-23 08:01:06

I feel that treating people with respect works both ways!

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2026-04-23 08:04:48

The response regarding the reason for our contact was dealt with carefully and with great respect.

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2026-04-23 08:05:13

Excellent service and very quick response on test results

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2026-04-23 08:43:02

Clinicians's time keeping was good, she explained why I was having blood test and about obtaining my results. Surgery was clean with lots informative notices in the waiting room.

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2026-04-23 09:33:13

Got appointment the same morning as phoned in

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2026-04-23 09:39:04

For the first time, our appointment felt rushed and concerns not fully listened to or supported.

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2026-04-23 13:47:13

All Staff were very friendly and helpful , I was seen on time . Excellent surgery . Thank you .

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2026-04-24 07:14:55

My appt with Dr falkingham was amazing because I finally had someone that actually listened and acted according to my physical symptoms and not just the result of my blood tests. Dr Falkingham was kind and understanding and reassuring.

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2026-04-24 10:43:11

Good friendly professional service

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2026-04-24 10:44:23

There is no tannoy, nurses and doctors come out to call each patient.

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2026-04-24 21:31:52

The staff are all working with extreme difficulty because of the demands made on them. It would be a very good service except it is difficult to get appointments as soon as you need them with your own doctor. It is annoying when reading of the number of missed appointments. I realise that there are excuses if someone dies or goes into hospital, but in this day and age there is no excuse for just not turning up without notifying the surgery.

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2026-04-26 07:12:22

The nurse was very friendly and made the whole experience enjoyable the only improvement that could have been made was the length of time to get the appointment. .

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2026-04-29 08:56:46

Seen promptly. Very friendly staff as always.

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2026-04-29 09:00:27

Because I was listened to not all medical staff do that

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2026-04-29 09:01:19

Dr Roberts was very helpful and understanding, and provided outstanding patient health care service. He listened carefully to my ailments and to my concerns and explained the options for my treatment, Thank you Dr Roberts for your care, respect and time.

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2026-04-29 09:01:44

I would feel more safer if the nurses wore gloves when taking blood or actually wash their hands in the room before. Or even used an antiseptic wipe over the skin prior to the suringe going in.

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2026-04-29 09:01:45

Efficient and pleasant service

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2026-04-29 09:01:50

The new doctor Dr A Tade was very kind understanding and listened. I was grateful for an appointment on the day but I must say the new telephone hold system is not as good as the old one when you knew where you were in the queue.

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2026-04-29 09:03:37

Exceptional service, I've had to use the surgery for myself, my daughter and my newborn in the last few months since moving to Dereham about 6 months ago. The surgery have been completely brilliant at

meeting all our needs, so much so from making an online enquiry to a same day GP appointment was a matter of 3 minutes. Exceptional. Thank you

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2026-04-29 09:05:51

Speed of appointment and dr easy to talk to

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2026-04-29 09:09:08

I am so impressed with the practice, my app with the doctor gave me time and I felt listened to I also had an app with blood pressure specialist and again very informative and felt genuinely helped , lovely staff at reception and at the pharmacy, very quick to dispense meds and overall I'm very happy with the surgery and feel it's how a surgery and it's complementary facilities should be conducted, I had previously been registered with another surgery in Dereham and I'm so happy that I'm now registered with theatre royal surgery... 10 out of 10

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2026-04-29 09:17:21

The service i receive always very good

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2026-04-29 09:47:19

Blood test was given good . Quite gentle and no bruising.

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2026-04-29 09:53:09

Couldn't get an appointment when needed originally,rang again after the weekend and by 8.30 I was told there were no appointments again. The GP wasn't particularly great either, didn't seem at all interested

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2026-04-29 09:59:12

Have always had a great experience at Theatre Royal. So much better than Toftwood where we were moved from. Thankyou.

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2026-04-29 10:05:44

No problems

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2026-04-29 10:37:42

The Dr who saw me was excellent

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2026-04-29 13:45:41

I've been happy with the availability of appointments and the care given by staff.

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2026-04-29 15:04:46

Minor skin surgery was undertaken at the practice, avoiding need to go on hospital waitlist. Gp is excellent. Approachable , friendly, highly skilled and efficient. Nursing staff assisting both very good too.

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2026-04-29 20:46:51

Easy to get appointments, clear message on health issues. Good follow up

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2026-04-30 08:45:06

Everybody was extremely kind , helpful and polite.