

NHS Friends and Family Test

June 2026

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

Free text question. There were 80 responses:

2026-06-01 08:28:17

All was good and professionally done

2026-06-01 15:25:03

Never had a problem or complaint about any treatment I have needed, nursing care excellent for my leg ulcer. Very happy..

2026-06-04 08:51:44

Prompt efficient

2026-06-04 08:51:53

Always get an appointment when needed

2026-06-04 08:54:28

Efficient staff

2026-06-04 08:55:04

I was feeling extremely relaxed with the Dr I saw, explaining about my upcoming appointment & what to expect. Thank you

2026-06-04 08:56:06

All staff are professional and friendly. I feel any queries are dealt with ensuring I understand.

2026-06-04 08:57:45

Always treated with efficiency and friendliness

2026-06-04 09:04:14

Excellent service, on first visit but could not get another appointment as I had another query

2026-06-04 09:12:27

No Electric door on new pod

2026-06-04 09:22:24

Did not have to wait for very long. GP was friendly and informative. Felt listened to.

2026-06-04 09:23:21

GIVE TIME & LISTEN LAST TWO PHONE CALLS ADVICE LOW, SUGAR / fat menu but Opposite after zanothwr diagnosis, what do i eat !!!

2026-06-04 12:07:37

To be honest ,ever since my old practice moved to Theatre Royal ,I feel the service has become better . I have been able to get appointments, and when seen really kind and professional staff . I am really pleased with Theatre Royal .

2026-06-04 13:23:14

From reception to consultations your staff always go the extra mile. Nothing is too much trouble. The phlebotomist Alex even gave up some of her break to help me. You have some very kind, intelligent,

talented staff. I cannot praise them enough!!! When I have consultations with the doctors I always feel heard and receive the correct treatment. I also enjoy seeing your staff being helped and supported with various educational pursuits, in my opinion this indicates a healthy and mature working environment. In the end everyone benefits. Especially the patients.

2026-06-04 14:09:15

Never got the help I really needed

2026-06-04 15:02:23

Visit went smoothly with waiting to be seen time, discussion with doctor and medication arrangements.

2026-06-04 16:20:56

From the very beginning when I booked my appointment to see Dr Roberts with the receptionist, to seeing him and having follow up blood tests, my experience with the practice has been excellent. I cannot recommend everybody highly enough.

2026-06-05 10:02:30

Better service than what I got from former toftwood surgery.

2026-06-05 10:09:41

Excellent best Ive had in my life time..when I was younger it was like wrestling with the doctors to get your point across ..They acted like you were lying just so they could save funds for investigation or medicine One time I was Anemic Amd asked to be tested in Cornwall & the doctor said it must just be boyfriend troubles And dismissed it . I was single at the time. At last a proper service And respect

2026-06-06 11:47:00

Supportive and informative

2026-06-07 08:14:18

Receptionist very helpful. The only thing I didn't like was explaining my symptoms with patients behind me

2026-06-08 08:26:17

I have just met Katie for a blood test. She was so lovely and reassuring when I told her I'm tricky. She managed to get it and 1st time. She was most kind and when I thanks her for being wonderful she just simple said thank you but it is just my job. There's doing your job and then there is people like her who are just ment for that sort of caring role

2026-06-11 08:07:30

I was advised what was being done all the time and kept being reassured as things progressed

2026-06-11 08:14:30

Always pleasant staff. Good timekeeping. Efficient service

2026-06-11 08:37:01

The support and care I receive from everybody at the surgery is first class. By everybody, I absolutely mean everybody who works at the surgery. I mostly see the nursing healthcare team who are an absolute credit to the surgery and themselves. I am also always shown complete understanding when I interact with the receptionists. I really am very grateful for all the help I receive – thank you.

2026-06-11 09:04:04

Quick response I can see the huge improvements the surgery has made Thankyou

2026-06-11 09:24:44

Nurse practitioner made me feel very comfortable and was easy to talk to, I didn't feel rushed at all during my appointment, she was very thorough when explaining things to me, one of the loveliest experiences i've

ever had at any doctors :)

2026-06-11 11:40:14

Managed to get an appointment face to face, but this was probably because it was an urgent medical matter.

2026-06-11 12:06:34

The pharmacist I saw was very good answered all my questions

2026-06-11 13:30:27

Replies from the surgery were very prompt. I was treated respectfully and caring lay. I have been able to book appointments in advance.

2026-06-11 15:04:11

It would be very good but could not pre arrange an appointment until the morning and waited in the queue number 11!

2026-06-11 15:09:25

I called in the morning and by 1pm I'd been seen by doctor falkenham, and had bloods. The doctor tried my bloods but couldn't get it so asked the nurse, Katie to do it and she got it. I wasn't surprised the Dr couldn't they don't do it often and I am on the larger side which I have been told makes it harder. All in all a lovely doctor, a lovely nurse and a really good experience thanks

2026-06-11 15:46:44

They listened!

2026-06-11 16:14:45

All appointments on time. Friendly team. Very good service

2026-06-11 16:21:23

Iv been recently seeing Mrs Katie Osley and I must say I find her very warm and compassionate, very understanding and easy to talk to,,there's no rush and explains everything to you, I give her 10/10 ,a big thank you

2026-06-11 16:40:39

I was treated with efficiency and kindness

2026-06-12 02:37:29

Kevin jakes

2026-06-12 13:42:02

Because it is good

2026-06-12 16:48:24

Easy to get an appointment. GP was thorough. Gp was so welcoming and friendly. Happy with the service we received from Dr viswan

2026-06-13 07:48:05

Jovin Mulloor listened to me and explained about my medication.

2026-06-16 09:52:59

There's 2 people I have seen Katie O who was lovely but wanted bloods. She advised I book with Katie H (who came through as Katrina but it was Katie h) Katie O said that Katie H was the best person to book with as I was difficult and nervous but Katie H was just brilliant and make the experience a more positive one. Thank you to the two Katies

2026-06-18 08:32:06

Doctors had a positive attitude, was calm respectful and very explicit.

2026-06-18 08:33:01

S The doctor listens to me never made me feel like I was wasting time would see her again any time

2026-06-18 08:33:35

An on time very efficient service.

2026-06-18 08:34:40

Quick to get appt. Saw me on time. Kayleigh was very professional and a pleasure to meet.

2026-06-18 08:37:34

Quick, pleasant but not very helpful.

2026-06-18 08:37:58

Had time to advise me about the recovery of my condition and possible surgery

2026-06-18 08:41:21

I have had a few issues over the last 2 months and the surgery and all staff I have encountered have been very helpful. I have been able to get the appointments I have needed.

2026-06-18 08:50:41

Had good experience with the gp i saw

2026-06-18 08:53:22

I was happy that you could talk through with me about my recent CT scan and advise me on going forward.

2026-06-18 08:58:26

Advise and help, appt on time.

2026-06-18 08:59:47

Polite, on time, thorough

2026-06-18 09:28:45

Always helpful. Can get an appointment fairly quickly. Everyone works well as a team. Pharmacy is great too

2026-06-18 09:35:13

I never had any problems

2026-06-18 09:36:41

Check in was easy, I was advised of how many appointments were before me & I was seen on time. The staff were very helpful and knowledgeable. The pharmacy service was very prompt.

2026-06-18 09:42:43

I was seen by the Doctor within 10 minutes of the appointment time. I was also treated in a sympathetic way. Good Doctor.

2026-06-18 09:45:03

Nurse friendly & reassuring as I was nervous about having a blood test.

2026-06-18 10:04:19

Very caring and they listen to you.

2026-06-18 11:47:41

Always a first class service. Both staff and treatment, very caring at all times

2026-06-18 12:29:27

No problems at all with the quality of the service that you provide....empathic,practical and helpful

2026-06-18 13:10:34

My doctor is helping me with my conditions and is very happy to help me.

2026-06-18 13:48:54

It was the first time i used surgery since transfered from toftwood.. got appointment with doctor no problems

2026-06-18 15:47:11

The staff were polite

2026-06-19 14:44:21

Best staff and Doctors all are very helpful

2026-06-19 20:59:40

Appointment on time and dr very understanding

2026-06-21 15:17:13

The doctor was good but was running at least 40 minutes late.. I know it's not his fault these things happen

2026-06-24 09:06:52

Felt listened to

2026-06-24 09:07:59

Appointment offered on same day by very helpful teceptionist

2026-06-24 09:08:55

Always treated with respect .all staff and doctors have rime to listen to any request.

2026-06-24 09:26:17

I am so pleased with the Surgery I can't thank you all enough for your support I couldn't get to see a doctor at my last surgery thank you all again

2026-06-24 09:44:54

All the staff that I dealt with were very friendly and helpful. Being a nervous patient, they helped put me at my ease. Coming from the Toftwood surgery, I was concerned at how my needs would be met, but the Theatre Royal surgery are very good to deal with. The only problem I find, which is not the surgery fault, but as I dont drive, its not easy for me to just pop in to pick up sample bottles or quick blood tests etc. Apart from that I am very satisfied with the service.

2026-06-24 09:49:06

Seen on time. Very pleasant experience with no issues.

2026-06-24 10:16:04

The Surgery detected and referred me for cancer treatment, when I was unaware. The swift action of my doctor at Theatre Royal surgery gave me a fighting chance against this desease.

2026-06-24 10:27:12

The GP was brilliant but my appointment was an hour late and the music in the waiting room was awful. It made me more stressed listening to it.

2026-06-24 10:41:01

Credit ware due,very helpful, Doctor and receptionist.

2026-06-24 12:46:46

A brilliant surgery, would have been very good if the website for contacting you had been slightly better

2026-06-24 16:53:39

This time was ok but the one befor this as really bad The (practitioner) but I didn't know that, just gave me Codiene, for pain I said I have swollen painful leg and thought it was Odema I feel I was badly treated and fobbed off!

2026-06-30 10:56:43

Dr falkingham was rude and condescending. She claims all my problems are weight related and they are not. Terrible service. Am moving across to the other surgery. Maybe someone will listen instead of blaming my weight that isn't that high really it's under 90 kg

2026-06-30 11:58:34

Staff always helpful anf friendly and haven't had to wait long for an appointment

2026-06-30 18:38:00

Dr Neelam was thorough and friendly. I was very satisfied
