

NHS Friends and Family Test

May 2026

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

Free text question. There were 43 responses:

2026-05-01 16:54:53

The GP was thorough and took time to explain things

2026-05-07 07:56:53

Excellent work by the staff

2026-05-07 07:58:19

Excellent service, dr was lovely and put my at rest .

2026-05-07 07:59:22

Get quickly seen and understood with what i have going on. Dr sean roberts is a credit to the practice

2026-05-07 08:00:45

The staff are normally very friendly and polite to dum arse patience

2026-05-07 08:13:37

Considerate, professional and friendly approach from the nurse

2026-05-07 08:17:21

The GP was very professional & supportive. I felt I was listened to. The receptionist was very efficient, patient & helpful when relaying information to me & booking appointments.

2026-05-07 08:18:46

The receptionist got me in really quickly. The practice nurse I see was absolutely amazing but it seemed like the pharmacy was a bit slow. A lot of people came in after me and got their medications before.

2026-05-07 08:26:01

My appt was at 9.55am & was called at precisely that. Nurse was welcoming & we chatted as she took my bloods. Great service

2026-05-07 08:35:21

All the people that work at theatre royal are always friendly and helpful.

2026-05-07 08:43:32

I have the pratice to be very friendly and knowledgeable.

2026-05-07 10:35:30

Doctor roberts is a real asset to the practice..Kind, caring and attentive, i hope he stays..

2026-05-07 11:59:44

Nurse practitioner was very attentive ensuring that I felt understood before considering treatment. Temp surgery area was not sound proofed so relayed on loud music to ensure privacy during consultation.

2026-05-07 12:28:28

I came and asked for a telephone consultation with a Dr and received one very quickly.

2026-05-07 18:35:43

Amazing staff, personable and professional.

2026-05-14 08:13:55

All staff were helpful, kind and made me feel listened to. All staff includes receptionists, nurses and doctors.

2026-05-14 08:16:14

I found the staff very helpful, supportive and made sure my dignity was kept. The ladies that completed my appointment were absolutely lovely ladies and I would very much be happy to see them again if I ever needed further help. Thank you ☺ ☐

2026-05-14 08:17:09

Polite, very quick on response and very professional

2026-05-14 08:18:18

All perfect explained.

2026-05-14 08:19:43

The practice has handled the influx of extra patients very well Dr Falkingham is to be congratulated

2026-05-14 08:21:08

DR told me she didn't know what was wrong and that I had the blood tests so she doesn't know what else

2026-05-14 08:26:08

Was called in on time very nice nurse

2026-05-14 08:59:20

It would have been very good but for the long wait for an appointment, once there the service is very good

2026-05-14 11:50:06

Doctors and nurses are always proactive, efficient and kind. I am always kept up to date and seen promptly. I am very fortunate to be registered at this practice :)

2026-05-14 14:17:29

I was welcomed on time ,with my doctor who was very responsive to my visit, firstly spoke of any problems which may arise from my problem. Checked my medication against my annual checkup. An extremely friendly appointment

2026-05-14 18:29:39

Very friendly. I feel they listen to patients

2026-05-14 21:49:46

the receptionists are always lovely on the phone and always really helpful recently been moved to theatre royal from toftwood and I'm very happy with the surgery The nurse was also very kind and explained things very clearly at my appointment Overall the staff and service is excellent

2026-05-15 13:35:35

Always friendly,and helpful

2026-05-15 18:31:19

Fantastic staff

2026-05-15 18:32:47

Fantastic staff , especially Katie who is absolutely brilliant - and a lovely person too. I can't thank her enough for the care she takes with me, it is very much appreciated

2026-05-18 05:56:11

Didn't wait too long. pleasant staff.

2026-05-21 07:59:01

I always feel listened to, and given the most appropriate care for my situation.

2026-05-21 08:01:22

Very friendly and efficient and I was in before my appointment time.

2026-05-21 08:05:31

Everything was explained to me, I was given the result of the examination immediately, and invited to have a blood test to check for anything adverse, not ascertainable by the examination, which I agreed to.

2026-05-21 08:05:59

Because it's the truth and staff are polite

2026-05-21 08:10:08

I have very mixed feelings about my doctors surgery. I have had really good experiences especially with the nurses there. I recently went for a blood test and they couldn't have been more lovely. However I have felt let down by the doctors at times and feel the need to constantly prove myself and battle to be taken seriously. I had trouble with my hearing, it took 3 appointments over 6 months to finally get a referral and then after waiting a year to see the hospital they read the letter my GP had sent to them and he said ' can you sort this 26 year old girl out she thinks she can't hear' I felt like this was really patronising and inappropriate, I then needed hearing aids and was not making it up. I felt let down that I'd been struggling for so long and because of that letter I wasn't seen as a priority. I've had other situations like this at my surgery which makes me feel like I'm not going to be taken seriously or helped. I avoid the doctors now unless I absolutely have to go.

2026-05-21 08:29:58

My visit to the surgery was excellent. The appointment was on time and the nurse was very pleasant, informative and efficient. My only difficulty was initially contacting the surgery. Getting through by phone took many attempts.

2026-05-21 09:00:24

Very efficient staff

2026-05-21 11:53:29

Treated with care, kindness and respect

2026-05-21 13:45:59

Katie the HCA is just amazing. She is so good at bloods, I've seen her for annual reviews too. She's calming, so kind and just very grounded. She makes you feel at ease and genuinely cares and gives time to people. I don't know what I would do if she left because I've always had to collect a form and go else where like Cromer or n and n. Well done to the surgery for taking on all the new patients it can't have been easy but you have made it look way and I don't feel my cares been affected

2026-05-21 21:02:44

I was seen quickly and had all the relevant tests done within a week.

2026-05-29 10:59:13

Treatment and staff were very nice.

2026-05-29 13:31:16

I've been here for a good few years now and I've seen many staff come and go. The current nurse team seems strong and friendly too. I have to sing the praises of Katie the nurse who does the bloods. I'm

nervous and anxious and scared. She makes me feel so less anxious and at ease