

FFT admin

NHS Friends and Family Test

All Responses

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

Free text question. There were 20 responses:

2026-07-01 09:30:27 [View entire form](#)

Because the nurse was very good and very nice

2026-07-01 09:32:05 [View entire form](#)

Good service

2026-07-01 09:32:40 [View entire form](#)

All staff are very helpful even though they are all super-busy. Dereham only has two doctors' surgeries so you can imagine how busy the practice is.

2026-07-01 09:32:45 [View entire form](#)

Quick, efficient and friendly nurse

2026-07-01 09:32:47 [View entire form](#)

Friendly, efficient and on time

2026-07-01 09:35:52 [View entire form](#)

Visited just after 8am small queue told my problem with AF was given appt. with Dr V later that day. Excellent service thank you.

2026-07-01 09:36:24 [View entire form](#)

Able to respond to and deal with my concerns in an immediate and efficient manner.

2026-07-01 09:37:19 [View entire form](#)

Efficient and on time appt

2026-07-01 09:41:11 [View entire form](#)

Didnt wait too long and the nurse went over everything that i went in for

2026-07-01 09:47:16 [View entire form](#)

Every time I talk to anyone from the surgery, they are always helpful and polite.

2026-07-01 10:23:50 [View entire form](#)

Mental health support has been fantastic, Dr Roberts has helped me a great amount with this.

2026-07-01 10:35:53 [View entire form](#)

You need signs showing where waiting room 4 is. Your reception people can be rude.

2026-07-01 11:43:27 [View entire form](#)

Always helpful and polite staff

2026-07-01 11:59:17 [View entire form](#)

Much better than my other surgery

2026-07-01 12:00:06 [View entire form](#)

Nice pleasant visit

2026-07-01 15:32:41 [View entire form](#)

Didn't have to wait to long, nurse was very helpfull and pleasant to talk to, very good service.

2026-07-01 16:08:21 [View entire form](#)

I got an appointment with an actual doctor fairly quickly, also was able to make a follow-up appointment, I initially asked in person, but wonder if it would have been the same with a telephone call. The receptionists and doctors were very helpful and polite.

2026-07-01 18:25:18 [View entire form](#)

You always have looked after us very very well and we were very happy at toftwood before the change but you guys have been outstanding especially with my young boys and always seen us super quick. Receptionists have always been super helpful also. Thankyou

2026-07-02 19:18:26 [View entire form](#)

Dr Robert's has been incredible during an unforeseen health scare, reception team also kind and helpful

2026-07-06 09:53:38 [View entire form](#)

Ran smoothly

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