

# The NHS Friends and Family Test

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## Comments data – April 2016

Always had good treatment. Friendly feeling as you walk through doors.

Very prompt answering the phone. Also very courteous. Nothing is too much trouble. No complaints at all. Lovely staff. Thank you

No problem with service.

Very satisfied with service given

She said it would make our surgery better in her opinion if we put a piece of paper on the front door with a list of GPs on that day so that if you are waiting at 8am, you won't get told the GP you want to see isn't in.

Very helpful with questions and getting appointments on the same day. Very good at explaining things over if don't understand and explaining what sort of care plan they would like to take.

Great service, very attentive to your needs, and all staff very polite

My husband and I have had nothing but kindness and prompt attention. No problems booking appointments. I cannot praise staff and the doctors enough.

Faultless service with no complications.

I believe you provide an adequate service, as a full time worker I would recommend for this reason.

Because I am usually very happy with the service

Provides a good service.

It is a good place. I am very happy here.

No problems with past services offered.

As they are there when needed.

Been my doctors for 67 years since Dr Knowles

**They always help to their ability**

**Appointment system is difficult for many who work. Calling at 8:30 already means being late, plus, as the appointment can be any time, advising employer is difficult.**

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