

The NHS Friends and Family Test

Comments data – April 2018

They are always professional, staff are helpful and friendly especially reception. It's good to hear a cheerful voice when calling for an appointment.	Extremely likely	BHC
Have found staff and doctors always helpful and go out of their way to solve the problem.	Extremely likely	BHC
I have always found if I have needed to see a doctor an appointment is found.	Extremely likely	BHC
Doctors, nurses, receptionists are very accommodating. Doctors and nurses very helpful, empathetic and see to my health needs and concerns.	Extremely likely	BHC
Fast e-Referral	Extremely likely	BHC
I find the Bowthorpe Surgery helpful and understanding. The nurses and GPs are first class and on most occasions I can get a same day appointment with GP of my choice. If all GP surgeries were run to the high standards that the Bowthorpe Surgery is there would be a lot less need to attend A&E Departments for trivial things.	Extremely likely	BHC
There when needed. Extremely supportive/understanding at all times.	Extremely likely	BHC
Friendly & helpful care.	Extremely likely	BHC
Always helpful.	Extremely likely	BHC
Staff are friendly and surgery is always in a clean and tidy condition.	Extremely likely	BHC
I have not been here very often but when I've have I have found the staff and service to be very helpful and have dealt with my health concerns very well.	Extremely likely	BHC
Never a problem!	Extremely likely	BHC
Because I suffer with my blood pressure and get the right treatment.	Extremely likely	BHC
I have always been able to get an appointment when I needed one and the doctors have always been very helpful.	Extremely likely	BHC
Quick response for appointments and prescriptions plus doctors have time to listen.	Extremely likely	BHC
Staff and GPs are very friendly and extremely polite and helpful! Dr Craig in particular has gone above and beyond her professional care to ensure the right treatment/referrals are in place. Thank you!	Extremely likely	BHC
Long waiting times	Unlikely	BHC
Doctors good but hard to get an appointment if you can't pre-book. If this is because people don't turn up then fine them.	Likely	BHC
Always happy to help if they can.	Likely	BHC

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It's a good service, always polite and helpful	Likely	BHC
The service I receive is always good.	Likely	BHC
Because they are kind and helpful.	Likely	BHC
Friendly, helpful receptionists. Good health professionals.	Likely	TS
The doctors provide a service which feels personal rather than trying simply to rush through. They take time where needed and treat all of us, whatever our age, with care and respect.	Extremely likely	TS
The surgery is local to me and convenient. However the booking system is awkward for a full-time employed person – a means to book in advance would be appreciated.	Neither likely or unlikely	TS
Very little experience of the practice	Neither likely or unlikely	TS
Likely, based on location (eg those living or working nearby)	Likely	TS
Never had any problems with the service.	Likely	TS
Friendly and polite.	Likely	TS
I have been a patient here since the mid 1970s and have never been dissatisfied.	Extremely likely	TS
Out of all the GP surgeries I've used it's miles ahead, always feel listened to and that I am receiving good advice.	Extremely likely	TS
Brilliant service as always from receptionist and doctor. Phoned and got appointment same day. Referred to specialist clinic and received paperwork to book appointment with clinic the next day. Couldn't be better. Thank you	Extremely likely	TS
I have been seen by doctors at very short notice when I was in great need. This is very good and I'm very grateful for that.	Extremely likely	TS
Friendly receptionists and doctors always happy to listen	Extremely likely	TS
Doctors (Dr Simper, Dr Luke & Dr Morton) giving very good care to patients. When I had some problems they quickly sent me to hospital for tests to check my health.	Extremely likely	TS
Helpful, friendly and always able to get a same day appointment	Extremely likely	TS
Good, quick service that I've never struggled with.	Extremely likely	TS
Always have appointments available and able to see good doctors/nurses.	Extremely likely	TS
The doctors I have experienced have been very helpful and informative. The nurse is excellent at taking blood, no pain at all ! and reception staff very friendly and welcoming.	Extremely likely	TS
Very good at handling mental health	Extremely likely	TS

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Friendly and efficient services.	Extremely likely	TS
Really quick service and efficient.	Extremely likely	TS
The NHS is one of the best things about the UK and ought to be properly resourced and supported. It's amazing to experience such good care even when the political context and government policy are bent on destroying it.	Extremely likely	TS
Easy to use service	Extremely likely	TS
Good all round	Extremely likely	TS
The surgery is efficiently run and the receptionists are helpful. The doctors always take time to explain the situation and are prepared to discuss matters on the phone.	Extremely likely	TS
I am very happy with the service	Extremely likely	TS
Everyone is very kind and helpful. The surgery is clean and there are same day appointments.	Extremely likely	TS
Dr Simper is an excellent doctor and I like the fact that I can keep with the same doctor for my appointments.	Extremely likely	TS
Always had an appointment when needed.	Extremely likely	TS
I have always been very well looked after.	Extremely likely	TS
Brilliant surgery. All staff are very friendly and helpful. Appointments are easy to book and repeat medication is easy to order.	Extremely likely	TS
Staff on reception helpful and understanding. Doctor Barber & Simper outstanding.	Extremely likely	TS
Pleasant staff and knowledgeable doctors make this practice my choice for my family.	Extremely likely	TS
Lovely doctors and reception friendly	Extremely likely	TS
Very satisfied with services I have needed.	Extremely likely	TS
This is a very good surgery! Always helpful!	Extremely likely	TS
Appointment available as needed, staff helpful.	Extremely likely	TS
I have received very beneficial and helpful services from this surgery and the staff are friendly	Extremely likely	TS
Lovely receptionists and great doctor		TS
Central location/proximity to home. Close pharmacy	Likely	TS
Can get appointment on phone early but hard to fit around work/school etc if you cannot select time	Likely	TS

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Great staff, easy to get an appointment, online services are really handy. Have had trouble with repeat prescriptions in the past/mixed messages.	Likely	TS
Always been happy with service, family already uses surgery anyway.	Likely	TS
Efficient service and good doctors	Likely	TS
Staff friendly and helpful. Appointment possible on the day if urgent.	Likely	TS
Central location/proximity to house. Always been able to get appointment when needed, so far!	Likely	TS
Good service, local	Likely	TS
Good care received. Booking appointments the same day is quite inconvenient via the telephone system	Likely	TS
Always been treated well	Likely	TS
The staff are approachable and helpful. Convenient location	Likely	TS
Efficient and friendly	Likely	TS
Reliable, friendly, informative	Likely	TS
I have received very good care from Drs Simper & Barber – they are understanding, compassionate, thorough and show respect at all times. I've had a couple of less satisfactory experiences with some other doctors, which is why I've not given 10/10!	Likely	TS
I would recommend this practice if I felt it appropriate to the case	Likely	TS
I am satisfied with the service I have received. Having no experience of other practices, I would not presume to advise others. Hence don't feel can say extremely likely	Likely	TS
The team are always professional and supportive however getting an appointment can be very difficult and frustrating	Likely	TS
Usually happy with all services	Likely	TS