

# The NHS Friends and Family Test

## Comments data – August 2017

Overall satisfaction with the practice	TS
Efficient and friendly	TS
It's an ok surgery just like most	TS
Always very easy to book an appointment. Always very friendly and helpful staff.	TS
Dr Barber is concerned GP who knows my history and is very helpful	TS
But is mainly dependant on which Doctor I see or is available and how they listen and treat me or my family. I have been let down previously by this surgery but generally adore my doctors (Dr Barber & Dr Simper)	TS
Every time I need to see a doctor I've had no problems.	TS
Very good doctors.	TS
Nice receptionists. Prompt appointments.	TS
Quick pleasant service.	TS
Friendly efficient staff. Same day appointments available. Convenient location.	TS
Always polite and can generally get appointment same day.	TS
Good professional friendly service	TS
The treatment I have received at the surgery has always been very good whatever the problem. Also I have found everybody to be kind and caring and professional but make you feel at ease.	TS
Always feel listened to/taken seriously! Doctors polite, knowledgeable and helpful.	TS
Polite friendly staff, always helpful. Feel safe here and lucky to be a patient of this surgery.	TS
Always friendly and happy to help.	TS
Good service and having lived abroad I know how it gives great value for money	TS
GP staff are nothing but friendly, helpful and loaded with excellent customer service	TS
Good efficient doctors and staff	TS
Good doctors	TS
Generally satisfied but making appointments is very difficult when working as it is useful to plan ahead	TS
Easy to access and very helpful staff	TS

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If it wasn't so difficult getting through at 8.30 in the morning I would have opted for extremely likely	TS
I've only been with the practice a few months, so haven't used it much but so far happy with service provided	TS
Despite being busy, they have made time and expended effort when I've needed it	TS
I have been able to see a regular doctor when I have needed to, but have sometimes come in in the morning to book an appointment and avoid telephone queues	TS
Very helpful doctors, nurses and reception staff. Also, the doctors have been here a long time, which means I feel comfortable seeing them about anything and everything	TS
Seem to offer most of the services needed. Friendly and helpful staff.	BHC
Very pleased with the service at all times.	BHC
Being able to book same day appointments always have a very positive response from the service.	BHC
Have always had problems with doctors in terms of helping control my asthma and since coming here it was sorted and I can now keep under control.	BHC
I have been with this surgery for years and always have been well looked after.	BHC
Reliable, good friendly staff. Phoned got same day appointment straight away.	BHC
Efficient and friendly staff. Close to my home. Mostly can get an appointment quickly.	BHC
Have never had any cause for complaint and treatment and advice always excellent. Phlebotomist excellent also Dr Craig and Barger also.	BHC
I have had positive experience at the surgery. Doctors and other staff have been helpful. I have had some telephone conversations and doctors have always returned my call and have provided excellent advice and care.	BHC
I can always arrange a same day appointment.	BHC
Very satisfied with service provided.	BHC
My surgery and all staff are amazing and are always friendly and supportive.	BHC
Everyone is respectful and kind. Seeing the GP is quick enough. Very helpful.	BHC
Have been completely satisfied with treatment and support given to me and my wife.	BHC
Helpful and friendly, easy to get appointment.	BHC
Clean and tidy. Friendly and good doctors/nurses.	BHC
I didn't have to wait long for an appointment not pre-booked. Very nice staff.	BHC
Can always get an appointment when I need one on the day unlike other surgeries.	BHC
Helpful staff. Good doctors.	BHC
This surgery is always clean and me and my children are always seen quickly. Staff (reception), doctors, nurses and midwives are all very friendly.	BHC

I have no complaints about the NHS. As I have always been satisfied.	BHC
Staff are friendly and professional. Surgery is clean and tidy.	BHC
I have been a patient at this surgery for years and I am pleased with the staff. They are so nice and helpful.	BHC
Would recommend as I have always been happy with the service.	BHC
It is good that the doctor can be easily seen.	BHC
Very good doctors and nurses.	BHC
Doctors are always helpful and receptionists.	BHC
Excellent service.	BHC
Fast registration to the surgery, friendly and helpful staff.	BHC
Never had any serious problems, friendly and helpful staff.	BHC
Prompt polite service. Go out of their way to assist with an appointment. Doctors give the time to resolve issues.	BHC
Good service. Friendly service.	BHC
Always had good service.	BHC
Efficient and friendly service.	BHC
Always get an appointment eventually.	BHC
Good doctors and nurses etc. But appointments too difficult to get. Beres is the best.	BHC
It is a better practice than most.	BHC
Staff very helpful. Doctors very understanding. Appointments made on the day.	BHC
Had no problems in the past.	BHC
Easy to get appointment.	BHC
Good service and very helpful.	BHC
I'm happy with the services I have received in the past.	BHC
It is close by and staff are friendly.	BHC
Easy to get appointment and doctors are good.	BHC
Usually a good service with friendly and helpful staff.	BHC
I have been coming to the surgery three times a week for a year and the nurses are always very friendly.	BHC
Because I'm overall happy with the services provided.	BHC

Some doctors are extremely thorough. Welcoming surgery.	BHC
Friendly, helpful staff, nice environment.	BHC
Is a good surgery.	BHC
Usually easy to get an appointment. Staff are friendly.	BHC
Good service all time.	BHC
Most of the times appointments are available. Do get options to speak to GP in case no appointments. Staff are great and helpful.	BHC
It's a good surgery and very friendly.	BHC
Have been with practice for many years.	BHC
Service from health centre staff very good.	BHC
Have been registered here for years and haven't had any problems.	BHC
Easy to book appointments.	BHC
Because it is good doctors and it is very clean and they can most of the time recommend something.	BHC
Very friendly and quick service.	BHC
Very satisfied with treatment by doctor and nurse. I was very happy with the service I received on the morning of 16 <sup>th</sup> August by the young lady receptionist, she was very helpful.	BHC
Saw a locum who arranged an appointment with audiology at Specsavers in just over a week.	BHC
I like this surgery as my doctor is Dr Craig and she is very good to me. She helps me a lot.	BHC
Friendly and helpful staff.	BHC
Been coming here for years. Always very friendly and helpful.	BHC
Good GP – Dr Morton	BHC
Friendly and professional service.	BHC
My treatment at the surgery has always been very good.	BHC
I personally feel I get a good service.	BHC
I have just joined the surgery, but so far so good.	BHC
Surgery staff are helpful and friendly. Service from GPs is very good.	BHC
As staff are polite and friendly.	BHC
Reception very helpful.	BHC