

The NHS Friends and Family Test

Comments data – December 2017

Friendly, helpful staff for the most part.	Likely	TS
Friendly service.	Likely	TS
Prompt service. Dedicated and friendly staff.	Likely	TS
Friendly surgery.	Likely	TS
Doctors are very friendly although I do struggle to make appointments a lot of the time and have to go to the walk in centre.	Likely	TS
I can normally get a same day appointment when I need to which suits my lifestyle.	Likely	TS
Most of the receptionists are friendly and professional; my doctor has a good patient manner and is very thorough.	Likely	TS
Never had a problem getting an appointment . Staff always very helpful.	Extremely likely	TS
I have every trust that Dr Simper will get me through my reason for wanting to see doctor today.	Extremely likely	TS
My family do not live in Norwich however I have already recommended this surgery to my housemates for ease of access.	Extremely likely	TS
Happy with the care I am receiving.	Extremely likely	TS
Extremely happy with the treatment I have been given from the staff who are extremely helpful and the doctors who go out of their way to make things better.	Extremely likely	TS
Surgery & staff very helpful.	Extremely likely	BHC
Always helpful and accommodating	Extremely likely	BHC