

The NHS Friends and Family Test

Comments data – February 2017

Clean. Generally on time to be seen and can get an appointment if call on time. Louise Freeman	BHC
Always helpful, good, caring treatment.	BHC
I feel listened too. Always manage to see or speak to the GP requested. Always feel well supported. All reception staff are friendly and helpful (I find this rare in other places). I feel lucky to get what I need and the service I get. Thank you. Zena Riley	BHC
Good doctors.	BHC
There is never any difficulty in obtaining an appointment to see GP. The service from all levels of staff at the surgery is of a very high standard. P E Charlton	BHC
I have been cared for extremely well.	BHC
The doctors and staff are excellent.	BHC
I have been looked after very well by doctors, nurses and staff and have no complaints.	BHC
I have always found the care and treatment at this surgery exceptional. Georgina May-Brown	BHC
Fast, friendly service.	BHC
Can get an appointment when I need it. Mark Walker	BHC
Receptionists very helpful and go out of their way.	BHC
Been using the service for years.	BHC
Efficient, very good at explaining, kind.	TS
Most of the staff are helpful, polite, and prompt with sorting appointments and giving advice if they can. Sometimes there is a wait but most of the time it's a reasonable length.	BHC
Most doctors are friendly and helpful.	BHC