

The NHS Friends and Family Test

Comments data – February 2018

The reception staff are very helpful and the GPs take time to listen although I don't need to visit often myself. I am pleased I transferred here.	Extremely likely	BHC
My doctor listens to my concerns. He acts professionally. I feel I am being well cared for. I often recommend people to register with the practice as I'm confident that a good service is offered to all.	Extremely likely	BHC
I would recommend people to your surgery because everyone is very helpful and the doctors are very helpful on everything and the blood test nurses are lovely especially the one I always get.	Extremely likely	BHC
I have always got a same day appointment after going to the surgery at 8.30am. Caring and knowledgeable doctors.	Extremely likely	TS
Very well treated and also very helpful. Good staff and very polite.	Extremely likely	TS
In my opinion the needs of patients are the priority of all those involved in the Trinity Street Surgery and I consider myself to be very fortunate to be a patient of this caring and efficient practice.	Extremely likely	TS
Always pleased with the care I receive from everyone.	Extremely likely	TS
Everyone here is really nice and helpful, doctors, nurses and admin staff alike. I would like to mention Lucy, she is a shining example. She went above and beyond to help me with my appointments and prescription.	Extremely likely	BHC
If you can get an appointment through the phone in the morning you will be really lucky but if you can't ring before 9am you won't be able to make one. If you had the chance to book an appointment the day before it would be really helpful for people who are working. Thank you very much for looking after all the people who need your help and support.	Likely	BHC
Doctors listen and are easy to talk to, helpful about medication.	Likely	BHC