

The NHS Friends and Family Test

Comments data – January 2018

I appreciate care and kindness received by all health care people	Extremely likely	BHC
Always friendly and helpful. Never had no problems.	Extremely likely	BHC
Patient for many years.	Extremely likely	BHC
Staff are very helpful.	Extremely likely	BHC
All the family had good care and treatment been at surgery for 30 years or more.	Extremely likely	BHC
Apart from the antiquated system of appointments I am extremely satisfied with the service and care I have received from the practice and in spite of government cuts in funding the practice has continued to give a first class service.	Extremely likely	BHC
Very satisfied with consultation, explanation of diagnosis and medication prescribed.	Extremely likely	BHC
Professional and friendly staff. Always been satisfied with my visits both for me and my son.	Extremely likely	BHC
Very friendly, very helpful, kind and caring service. But waiting times could be improved, staff are always happy to help.	Extremely likely	BHC
Always get good care and advice.	Extremely likely	BHC
Always found everyone friendly and helpful.	Extremely likely	BHC
Everyone very helpful. Not too long to wait for appointments. Explain everything well.	Extremely likely	BHC
Easy to get appointment on the day	Extremely likely	BHC
Excellent service by reception staff.	Extremely likely	BHC
Takes time and makes us feel relaxed. Dr Barger is a great doctor in our opinion.	Extremely likely	BHC
Have always received help, support and patience from all the doctors I have seen. I have had particular problems during the last year and am very grateful to Dr Craig and Dr Morton for all their help.	Extremely likely	BHC
Can get appointment on day in emergency and non-emergency	Extremely likely	BHC
Very happy with service.	Extremely likely	BHC
Helpful staff	Extremely likely	BHC
Very good service – friendly and efficient.	Extremely likely	BHC
Friendly, professional doctor (Zoe)	Likely	BHC

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Difficulty in getting through to reception but once through no issues.	Likely	BHC
Doctors and Beres are brilliant	Likely	BHC
Always been treated with kindness and staff very helpful	Likely	BHC
I have been a patient with this practice for 40 years.	Likely	BHC
Because when you see the doctor or nurse they are very good but you could do with more staff sometimes.	Likely	BHC
Most of the time you get seen on the same day	Likely	BHC
Friendly and helpful service. Notably Dr Barger and nurses, Beres and reception staff.	Likely	BHC
Ok service but free and valuable. Wait times always a problem and phone lines and opening hours.	Likely	BHC
Getting appointments fairly quick but timing of seeing doctor is a little slow.	Likely	BHC
Find it difficult to get an appointment, and unable to “call on the day”	Likely	BHC
Have to give reason for visit every time	Likely	BHC
Friendly, listens and takes time.	Likely	BHC
Friendly staff and helpful. Had no problem getting appointment. Care always been good.	Likely	BHC
Very polite and helpful	Likely	BHC
Great surgery. Can just be hard to get an appointment as they are in demand. However, that’s a reflection on how great they are.	Likely	BHC
At least I got an appointment on the day I rang. 1½ hour wait in walk in centre	Likely	BHC
Service and average. Impossible to get appointments, especially if you work full time.	Neither likely or unlikely	BHC
It’s hard to get appointments.	Unlikely	BHC
All good and friendly, would always recommend this surgery	Extremely likely	BHC
Always pleasant & attentive staff. Appointments not too difficult to get.	Extremely likely	BHC
Always easily contactable, friendly and efficient.	Extremely likely	BHC
Helpful and always friendly.	Extremely likely	BHC
Always helpful.	Extremely likely	BHC
Good service, although it would be good if there were more appointments available on a daily basis.	Extremely likely	BHC
Service and care best my mother has had.	Extremely likely	BHC

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I have known the surgery for nearly 20 years and have always found the doctors and staff to be exemplary in their care and help.	Extremely likely	BHC
The information is clear as to its purpose. It explains clearly how I can respond, providing options. The telephone booking procedure was quickly answered, courteously carried out with straight answers to basic questions.	Extremely likely	BHC
Can most often get an appointment when needed on the same day.	Extremely likely	BHC
Friendly staff.	Extremely likely	BHC
Always good service – friendly and polite	Likely	BHC
Just need to be able to get appointment better.	Likely	BHC
Generally good service.	Likely	BHC
Nice to see the same doctor even though you have to wait for appointment.	Likely	BHC
Always helpful when need advice and good communication too regarding appointment and prescriptions.	Likely	BHC
Beres!!!	Likely	BHC
We have a favourite doctor here, very helpful.	Likely	BHC
Hard to get appointment at times but the doctors and nurses that are here are great.	Neither likely or unlikely	BHC
Staff are friendly and helpful and doctors take time to listen.	Extremely likely	TS
I've always had appointments when needed. Always sympathetic response from both doctors and nurses.	Extremely likely	TS
Prompt service. Appointment straight away.	Extremely likely	TS
A very well run and dedicated practice. All members of staff from doctors to nurses to receptionists do their utmost for patients.	Extremely likely	TS
Always had helpful response to questions when dealing with reception and doctors. Excellent GP service.	Extremely likely	TS
Always helpful and an excellent standard of care and service.	Extremely likely	TS
Friendly and efficient secretaries. Dr Craig deals with you as an intelligent human being!	Extremely likely	TS
I can usually get an appointment when needed and the staff at the surgery are very helpful.	Likely	TS
Excellent service – ease of access and good parking.	Extremely likely	TS
Friendly, helpful and traditional.	Extremely likely	TS
I've always been well looked after.	Extremely likely	TS
No problems. Surgery unbelievable, very impressed.	Likely	TS

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Can get an appointment when needed.	Likely	TS
I've had no issues to complain about.	Likely	TS
The surgery is convenient – the doctors are very good. Only difficulty is getting an appointment. Have to phone on the morning and frequently booked up. Also difficult if booking for a child. They have to miss school all day because of uncertainty about appointment times.	Likely	TS
A good surgery and doctors and receptionists are excellent.	Extremely likely	TS
The Trinity Street Practice is so friendly and convenient – much better than other practices in Norwich.	Extremely likely	TS
Always helpful and efficient.	Extremely likely	TS
Helpful staff, always confident best care is given.	Extremely likely	TS
Dr Simper really listened to me and made me feel comfortable in our appointment. I could have an appointment at 5 to fit with work hours. Additional phone line for on the day appointment would be useful as often engaged and difficult to get through.	Likely	TS
Good doctors and very friendly staff. Very good all round service.	Extremely likely	TS
Because it's free because it has a great reputation.	Extremely likely	TS
Friendly and professional service by all doctors and reception staff.	Extremely likely	TS
Easy to get an appointment, friendly doctors, front of house staff are very pleasant. Appointments can stretch beyond 10 minutes if needed.	Extremely likely	TS
Usually get appointments within a week. Staff are thorough and usually friendly.	Likely	TS
Good GPs. Can get appointments on the day. Could have more phone lines so easier to get through.	Likely	TS
Staff I've met thus far – the office team and nurses have been very kind and helpful.	Extremely likely	TS
Friendly, caring doctors and staff.	Likely	TS
Never had any problems. Usually appointments available same day.	Extremely likely	TS
Haven't noticed any efficient results but neither any slack ones.	Neither likely or unlikely	TS
It is very hard to get an appointment.	Neither likely or unlikely	TS
I don't have experience of other surgeries to compare.	Neither likely or unlikely	TS
You can never get appointments. Always have to go to Walk-in Centre	Unlikely	TS

Friendly staff always offering help. Feels warm and welcoming as soon as you walk in the door.	Likely	TS
Appointments always easy to make, staff very helpful.	Likely	TS
Good surgery/doctors but very hard to get an appointment in mornings without calling a lot.	Likely	TS
Understanding GPs, care about sensitive issues when other practices tend not to, helped me greatly with recovery.	Likely	TS
I've been very happy with one GP (Dr Barber) but been unimpressed with another (locum).	Likely	TS
Managed to get same day appointment when coming into the practice in person. The only reason I didn't choose 'extremely likely' is because of the 3 week wait to get an appointment online.	Likely	TS
Because it is a really good doctors surgery.	Likely	TS
Can usually get an appointment if I need one. Always manage to fit the children in if required.	Likely	TS
Good, knowledgeable, friendly doctors	Likely	TS
As I am always able to get to see good doctors.	Likely	TS
All very professional and friendly nurses and Dr Luke is very thorough; he explains things well so I can look after my physical & mental health.	Likely	TS
Good service, very helpful.	Likely	TS
Very good service and good help.	Likely	TS
Though sometimes the wait can be a little long the treatment and care towards patients is always professional and approachable.	Likely	TS
Been a very happy patient for 16 years.	Likely	TS
For the care and consideration, always afforded me.	Likely	TS
Always helpful.	Likely	TS
Always fit me in for an appointment. Friendly staff.	Likely	TS
Because they were helpful and nice.	Likely	TS
Been with this surgery for over 30 years. I'm taking seriously and at some points the care has been better and more effective than major London hospitals.	Likely	TS
Staff very friendly and helpful. Doctors go out of their way to help.	Likely	TS
Fast, friendly service.	Likely	TS