

The NHS Friends and Family Test

Comments data – July 2016

Helpful & friendly

Everything is sorted out very quickly, no hesitation. Good results all round with the doctors and nurses. Well trained - proud of them.

Can usually get an appointment on the day. Doctors are all sympathetic.

Good professional service. Any problems are usually sorted out quickly.

Because my experience is always good

A same day appointment, in a clean and welcoming environment

I have always received a good service from this practice

My experience of the NHS has always been quick, helpful and efficient

Very good doctor - Dr Simper. Excellent.

Had proper time spent with me by GP and follow up appointment set up.

Good care from Dr Simper

Got an appointment quickly

I have always been happy with the service and I have been coming here for 14 years.

Friendly and helpful staff but not very convenient opening hours for people working 9-5, appointments pre-booked weeks in advanced.

It's easy to get a same day appointment and the online services are decent.

Usually careful and helpful treatment.

Have had good and bad experiences at this surgery.

I have used both surgeries - Trinity Surgery when my children were young and then Bowthorpe when I moved to that area. Have always received first class treatment. Thanks to both for all kind attention over the years.

Prompt appointment and subsequent test at N&N ultrasound. Excellent GP who made a careful diagnosis of variation in a common condition.

I have confidence in the level of service and expertise shown by the doctors here. They adhere to the importance of listening to the patient!

Friendly surgery. Easy to make an appointment. GPs provide good level of care and are happy to follow up appointments.

I can always get an appointment, usually with my doctor - not many family or friends can. Doctors are approachable and I don't feel rushed.

You can get an appointment quickly and the doctors are very thorough and will give you extra time if necessary.

Can usually see doctor on same day.

Areas for improvement but overall happy with service

Because my experience is always good

Good service and staff

Everyone is always very friendly and professional

Extremely helpful

Dr Craig is a wonderful doctor. Receptionists are always very helpful and polite.

Prompt service. Very friendly. Always professional.