

The NHS Friends and Family Test

Comments data – July 2017

Best surgery I have ever been registered with. All staff here are excellent. Always treated with kindness and understanding. Thank you (Sally Broadbent)	TS
Good service and professional conduct from all members of staff.	TS
Staff are friendly. Appointment was easy to book.	BHC
Really good service, always on time, very good with the explanation.	BHC
Not too bad for getting an appointment. Very pleasant doctors and office staff.	BHC
Very helpful. Friendly staff and doctors. Surgery quiet not full of screaming children.	BHC
Very satisfied with the treatment and advice I received from doctor and nurse practitioner. Appointments were suitable and on time.	BHC
Always helpful and timely service.	BHC
The doctors are really good. Nurses fab.	BHC
Great service.	BHC
Overall – happy with the services.	BHC
Can usually get an appointment on the day.	BHC
When I can get an appointment you provide a good service.	BHC
Apart from being difficult to arrange an appointment by phone, the surgery is very good.	BHC
I think this doctor's surgery is very good and also good at appointments and good at getting seen quickly if something is wrong.	BHC
Friendly staff, excellent doctors and nurses.	BHC
All the medical care I /my family have received has been excellent (despite waiting times).	BHC
Always very helpful and seem to try their best. Very polite.	BHC
Always professional, understanding and helpful.	BHC
Very helpful always do your best to see me or my family or phone call.	BHC
Always polite and friendly.	BHC
I've never really had a problem with appointments/staff or the doctors here. I generally get very good care and advice.	BHC
All-round good service.	BHC

It is close to my house and usually efficient.	BHC
Usually quite satisfied.	BHC
Being able to see who you want and my regular doctor is extremely good	BHC
Good all-round experience. Good staff.	BHC
Good for getting 'on the day' appointment. All staff are polite and helpful.	BHC
Always friendly and trustworthy	TS
Very helpful and friendly	TS
It's a good surgery with dedicated staff	TS
Have used them for 35 years	TS
Small practice – personal service and can see the same doctors	TS
The GP was extremely helpful. First time I feel someone is listening to me and cares about how I feel. Highly recommended.	TS
Usually seen very promptly and surgery is easily accessible	TS