

The NHS Friends and Family Test

Comments data – June 2016

Staff are always professional and have helped me on a number of occasions. They have reacted promptly to emergencies. Only issue would be calling in for appointments, difficult to get through.

Quick, efficient, kind.

Great satisfaction with all the advice and treatment both at the surgery and at the NHS hospitals.

Because the surgery tries their best to fit you in to see a doctor the same day

Always helpful with your needs and overcoming problems. Easy to book an appointment.

A local good surgery

I think the doctors here are brilliant, I sometimes have difficulty with the wait time.

Always friendly and able to get an appointment.

Great staff, nurses, midwives and GPs - Thank You. Would put extremely likely but can be hard to get a samday appointment - when you phone in the morning phone is engaged lots.

Female doctor I have seen with my daughter on a number of occasions has been extremely patient and kind. (Dr Simper)

The service has been good for me so far

Helpful and friendly

It's a friendly place, good service

Fairly easy to get an appointment. The practice have been wonderful at fitting my son in during an emergency situation. Good contunity in seeing doctors and ongoing treatment.

Accessibility, friendly, professional and comforting

Good practice, but hard to get an appointment at times (have to book on the day)

Always had good service

I think the doctors here are very good. However, getting an appointment can be difficult only being able to call on the day rather than book. I assume it is like this for all practices.

Very helpful and usually appointment on day when needed

Good doctors and staff are helpful. No issues with the surgery

Have been a long term patient. Always kind, helpful and understanding.

Have always liked this surgery over my previous

The staff are lovely and it's easy to get an appointment

Friendly, easy to get an appointment.

A very good service

Friendly service

Dr Simper is excellent

Past experience of the practice

Over the past few years I have experienced depression and been diagnosed with Type II diabetes. Both Dr Simper and Dr Barber have provided support, understanding and empathy. The practice nurses have also been supportive. The receptionists are friendly and helpful.

It has been an efficient and friendly service

The doctors are friendly and approachable and helpful. The reception staff are excellent.

I have, so far, found the surgery and staff to be kind, caring and professional.

Good service and convenient.

The service I have received has been to a good standard.

Friendly staff, easy to book on the day.

The doctor took time and listened, it was free and I felt well informed and each part of the service was very good! Thank you

Happy with appointments I have had.

All the staff are very friendly and helpful and go out of their way to answer queries. Dr Barber is a fantastic GP - listens, is caring and non-judgemental.

Good practice

Because this doctors have never been a problem and always are right

Excellent service from great doctors

Always manage to get appointments. Feel listened too and always manage to see my Doctor. Dr Morton or Gilly. Never feel rushed.

I enjoyed the services provided.

Very well organised, helpful and happy to help.

Always helpful

Always know I'm going to be safe and happy with the service

By going to the surgery for hearing needs for me it is so much more convenient than going up to the hospital

Always helpful and friendly. Can always get an appointment

Have recently been treated by Bev. I felt that she was very caring, considerate and conscious and aware of how I was feeling. More than happy to see her again as feel very confident of her professional commitment.

Local practice. Very competent GPs and nurses

Because I have reasonable service all the time I have been here

I have always been happy with the service I receive

Always been treated fairly and quickly. Staff always polite and helpful

Good support system. I believe they do well considering some staff shortage issues

I have always been happy with the treatment I have received.