

The NHS Friends and Family Test

Comments data – June 2017

Friendly, caring, easy to get appointment on the day.	BHC
Polite and helpful staff and the doctors are fantastic.	BHC
Because I was treated well.	BHC
Always been treated well by doctors and staff.	BHC
All fine but need either more doctors or more appointments available, can be hard to get an appointment when needed.	BHC
Friendly and efficient.	BHC
Practice very good.	BHC
Always happy with the service I got.	BHC
I've been coming to this surgery for years and have always been treated well.	BHC
Service excellent, however surgery closed at 8.30am	BHC
All staff very helpful, friendly and professional. Nothing is too much trouble. Wouldn't change a thing.	BHC
Always excellent service.	TS
Helpful doctors and reception staff but if you need an appointment within a day or two that is difficult and involves going down to surgery when they open or repeatedly phoning at 8.30am on the dot.	TS
Always treated well, reception staff are very helpful and friendly. Booking appointments is always straightforward and I have an excellent GP I see as part of my treatment for a chronic disease, so I attend the surgery regularly.	TS
Kind and helpful receptionist – Pauline . Excellent supportive nurse – Dianne , who explains everything, asks for how it feels and supports me (ear syringing).	TS
Dr Simper and surgery staff (receptionist, phlebotomist and nurse) have been such a support to me. I am very grateful for the care that I have received.	TS
I am always able to get an appointment when I need and Dr Simper is amazing.	TS
Essential medical services – we need the NHS for public healthcare and these people are good at their jobs.	TS
Nice people, nice doctors.	TS
Always really helpful and great surgery.	TS
Convenient, friendly and efficient.	TS
A 'named' physician who I see and who knows the range of my medical issues and seems engaged with them.	TS

It was quick and effective. Staff helpful and friendly.	TS
A very caring and proactive practice. Efficient and friendly staff.	TS
I am happy with the surgery.	TS
My experience with the doctors and the nurses has always been very positive, helpful and clear. Reception staff are also very warm, approachable and helpful with scheduling and any other matters.	TS
Have always had good care, and it is not difficult to get appointment to see doctor.	TS
Dr Barber is outstanding! She always listens and puts you at ease. She makes you feel understood and really carers about best treatment etc. Dr Morton & Dr Craig are fab too.	TS
Doctors are amazing here and really listen.	TS
Always welcoming.	TS
Good level of attention and care.	TS
Everyone is helpful and friendly. It's a lovely atmosphere and I trust all the doctors.	TS
Always polite and friendly people, excellent GPs and nurses who listen to you.	TS
NHS is great!	TS
Have always been satisfied with the service provided. Never had any problems.	TS
Dr Barber has gone above and beyond to support and seek different options, investigations, and treatments to help with a very complex condition. She has made a very difficult journey easier and I have felt so supported throughout. All my family are with the surgery and have been for many years.	TS
Receptionists and doctors are very friendly and helpful. They will listen to you no matter how trivial you think your issue is.	TS
Very helpful.	TS
Excellent doctor and staff – really helpful to me.	TS
Always very helpful.	TS
Doctors listen to you and take you seriously. Everyone at the surgery is very helpful and friendly. Electronic prescriptions sent directly to pharmacy very convenient.	TS
Reception staff are good and polite. GPs I see are excellent.	TS
Extremely pleasant receptionists, personal touch and doctors that take time to listen.	TS
We don't come often but it has been very good when we have. Friendly staff.	TS
Polite staff, Doctors and nurse are good.	TS
Always happy with your service.	TS

I'm happy and I haven't had a problem. The only thing I find difficult is to get an appointment by phone. I always have to come really early to get it so it takes me time off work.	TS
It's good quality and as you'd expect from a doctor.	TS
Practice is local, friendly and helpful.	TS
Have received good care.	TS
The surgery is by far more helpful re: mental health than other local surgeries. Patient and understanding staff.	TS
The staff are all friendly and efficient but it is not easy to get an appointment when you need it, especially by phone i.e. you can only book online in advance.	TS
Would recommend letting all patients know that they can book online, as I was unaware and it was difficult to book an appointment on the phone, unless it was for that day.	TS
Everything runs well, but appointments are often very late and too brief. Doctors rarely ask "what is the problem?" or similar	TS
Good surgery, good doctors. You're a good bunch	TS
Always very helpful.	TS