

The NHS Friends and Family Test

Comments data – March 2018

Satisfied with being seen and appointments.	Extremely likely	BHC
Approachable, friendly, thorough, supportive. An excellent service.	Extremely likely	TS
I have always had good and caring service from my GPs and the NHS staff employed by my GP surgery. I am 83 years old and the help and guidance I receive from my surgery and nurses are exceptional.	Extremely likely	TS
I have been a patient at Trinity Street Surgery for 42 years and have been very happy with the service provided. I have always been able to get an appointment when requested and I'm happy to see any of the doctors currently at the surgery.	Extremely likely	TS
Helpful service. Can get an appointment on the day you ring. Can usually see the doctor you want.	Extremely likely	TS
Dr Barber is outstanding.	Extremely likely	TS
Good doctor's surgery. I can usually get an appointment.	Likely	TS
Always seen on the day if needed. Very knowledgeable staff and doctors.	Extremely likely	TS
It's a small and good place.	Likely	TS
I can always get an appointment when needed and the doctors are extremely efficient.	Extremely likely	TS
It's good that on most occasions you can get a same day appointment.	Extremely likely	TS
Always very helpful at every appointment. Sensitive to needs of elderly patients.	Extremely likely	TS
Feel like they want to get you out soon as possible.	Extremely unlikely	TS
Caring staff, nurses and doctors.	Likely	TS
Always easy to talk to (especially changing appointment). GP always there to listen and give appropriate care.	Extremely likely	BHC
Over the years I have always received excellent care and support from Dr Simper and the rest of the team. I would recommend this surgery to all my friends and family. I can't thank them enough.	Extremely likely	BHC
This surgery has never let me down, I cannot praise it enough.	Extremely likely	BHC
I'm able to get appointments within 14 days usually.	Likely	BHC
Lovely nurses and friendly reception team.	Extremely likely	BHC
Always been happy with service.	Extremely likely	BHC

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Very happy with everyone at practice.	Extremely likely	BHC
Excellent service.	Extremely likely	BHC
Don't use service enough.	Neither likely or unlikely	BHC
Seen on time, no delay, friendly	Likely	BHC
Extremely good care from the doctors and very helpful and efficient receptionists.	Likely	BHC
Very good service with a smile.	Likely	BHC
I've changed my appointment time. Easy to change. Staff are helpful and friendly.	Extremely likely	BHC
Family already use.	Likely	BHC
Because it's so hard to get an on the day appointment and appointments unavailable to book within a week's time yet West Earham surgery allows you to make an appointment for the following week.	Extremely unlikely	BHC
A very efficient and well run service.	Extremely likely	BHC
First appointment at practice but has been simple and easy to arrange.	Likely	BHC
Very happy with the doctor but was called in 20 minutes after appointment time.	Likely	BHC
Generally good service.	Likely	BHC
Staff/doctors have always been good. Have tried other surgeries but none as good as this one!	Extremely likely	BHC
Midwife very good. However, on a couple of occasions I have felt very rushed in my appointment, so much so that the doctor has called me after with actual information as to what I can do to help.	Neither likely or unlikely	BHC
Easy to get appointment. Excellent staff.	Extremely likely	BHC
Completely satisfied with the service provided by this practice.	Extremely likely	BHC
Always good service for me.	Extremely likely	BHC
Friendly staff, easy booking process.	Likely	BHC
Because the doctor I see is very helpful at the moment when I have a problem.	Extremely likely	BHC
Always have time for you, very helpful.	Extremely likely	BHC
I always have no issues with appointments.	Likely	BHC

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Because normally I can get in but sometimes it is hard getting in straight away.	Likely	BHC
Because a doctor has given me treatment I have been on before without any examination or even simple tests and I do not feel that is sufficient.	Extremely unlikely	BHC
Dr Craig who I saw didn't just fob me off she went the extra mile for my peace of mine.	Extremely likely	BHC
They try their best.	Likely	BHC
On the day appointments (few of us know when we're going to need a doctor). Number of GPs available, plus age and gender range. Quality of telephone consultations. Referrals/admin always processed efficiently. Excellent reception staff – with no exceptions. This first point of arrival is often overlooked.	Extremely likely	BHC
Friendly, helpful surgery.	Extremely likely	BHC
Never had any cause to complain quite the reverse.	Extremely likely	BHC
You always help me out.	Extremely likely	BHC
Doctors are good. Staff helpful.	Likely	BHC
Good services.	Likely	BHC
The service has always been excellent and both daughters use it.	Likely	TS
Doctors do a great job, taking their time to make sure what is going on and the treatment required. Also receptionists are very helpful and give quick appointments to you.	Likely	TS
Helpfulness of all GPs and staff. Always go the extra mile if required.	Extremely likely	TS
Always get an appointment. Repeat prescriptions are always done on time. Warm and friendly staff. All my family like this surgery.	Extremely likely	TS
Good, helpful doctors.	Extremely likely	TS