

The NHS Friends and Family Test

Comments data – May 2016

I think anybody would be happy to get the treatment I have experienced myself. A big thank you to everybody.

So helpful, so friendly. Very discreet and professional.

Excellent doctors

Helpful, friendly staff

Always helpful staff and never had any problems.

I find Bowthorpe surgery excellent

Good care

Always helpful with happy friendly faces or voices on phone.

Very helpful

Usually very good - a few problems in the past but getting much better

It's a friendly doctors and they are quite helpful when you can get an appointment

Never had a problem with the service, however, sometimes difficult to make an appointment over the phone.

Always able to get an appointment on the day or next day. Never feel rushed by the doctors - feel they take time to understand problem well.

Have been a patient with this practice since 1978. I have always been treated well and promptly. The staff are always polite and friendly.

Kind, caring doctors and staff.

Great - Dr Barber. Lovely nurses and friendly receptionists

Good and pleasing service

Husband had good treatment when he hurt his knee. Nurses are approachable and friendly

Don't come here often but it's nice when I do

Because I have been coming here for many years and is very helpful

The service in general is very good. The reception staff are very busy but always helpful. The doctors have all been very helpful and professional

Because I really appreciate and use this surgery.

Good response to appointments etc

Very efficient and helpful service. Could improve slightly on availability of appointments and timings

Doctors helpful and friendly. No reason to complain

Trinity Street Surgery has provided a high level of service over many years

Good doctors, understanding and efficient

The surgery is good, the doctors are kind and all the staff are lovely. Treatment is good, you get the right care for you

I don't really come here all that often so can't completely know. But everytime has been beneficial.

Same day appointments. Friendly and helpful doctors and support staff

Care has been fine

I usually receive good service

Never experienced problem getting appointments with doctor of choice

Reasonably easy to get hold of and never too long for an appointment

Nice, friendly staff

Very helpful doctors and staff excellent

Everyone is kind and helpful

Very efficient service

I feel I am in good hands and the doctors are taking my concerns seriously. I am a keen athlete and the doctors are enable me to continue enjoying my sport

Always kind, thorough and helpful

Quick, efficient service

Always ready to help. Have fit me in when they have no appointments. Great care from doctors and nurses

Very happy with Trinity Street Surgery. Nothing has ever been too difficult and service friendly

Whenever I have needed to see a doctor I have had an appointment speedily. They only negative I would say is that the first appointment of the day 8.30 is problematic as to ensure not being late means waiting outside for the doors to open which is not great when unwell and or anxious

Because you are all so kind and helpful whenever I come to Trinity Street. Once again I thank you all very much

Very easy to make appointments. Reception staff and medical staff have always been friendly and helpful

The service is good, prompt and the staff are very polite

A nice warm welcome upon arrival. Doctors and nurses very understanding and take time to listen

Appointments have been on time, doctors helpful. It's very convenient.

Very friendly and concerning people. If something is not completely in order they don't hesitate to contact you.

I have been with the practice many years and have always been satisfied with how I was treated by all the doctors

Dr Barber and staff are very friendly. Can book on the day slots. Accessibility most important of all. Very good practice.

Very patient centred. Flexible, gives as much time as possible per consultation. Reception works seamlessly with doctors and nurses. Wide experience of GP surgeries including working in one. This is the best.

I have always found the services and staff very good at this surgery

Helpful, professional and caring in every way

Caring doctors, nurses and receptionists

The staff are always friendly and the doctors I've dealt with have always given fantastic levels of care, professionalism and friendliness

Supportive and helpful

Friendly, professional and efficient

I have always found it easy to arrange an appointment and often for the same day as my telephone call. GPs have been swift to recommend hospital consultation if necessary

A very friendly and efficient service

Because of the friendly and relaxed service given by the whole team. Whilst maintaining a very professional approach to the patients' needs

Because the doctors and staff at Trinity Street have been excellent especially when I had complications after surgery and the after care from them was amazing. Thanks to Drs Barber, Simper and nurse Michelle

The Trinity Street Practice is excellent in all ways. The staff at every level are excellent in everyway from the people who answer the phones, make appointments and deal with general running of the practice to the nurses and doctors. Fully attentive to ones every need. Wonderful

Very happy with service

Because it is a good practice and the GP are very good and nice

All staff have always been extremely helpful

Always as required

Friendly, helpful staff all round. Able to get appointments on the day usually

Everything seems to work very well overall

It is possible to get an appointment on the day

I have always received very good treatment here. Everyone friendly and polite

Treatment has been very good

Everyone is friendly. The doctors make me feel comfortable and are always happy to help

Dr Barber has been fantastic throughout. Helping me with my mental and physical health. She's ace!! Pam is also, ace!!

Because I am very happy with the care I get from Dr Simper

All staff are incredibly pleasant

Friendly staff. Usually get an appointment

Everyone is extremely friendly and always try to be accommodating. The doctors take their time and listen

Because I've never had any problems with the service and I value the NHS greatly

Because I'm very happy with the service and expertise of my doctor

Happy so far in the short time since moving here

Great support from GPs and staff

Very reasonable providing appointments at required times/days. Professional staff.

Throughout serious illness and recovery I have always had great support and treatment.

Ability to book appointments online. Able to get same day appointment if I phone at 8.30.

Excellent doctor (Dr Barber)

Busy work schedule and difficult to take time off for appointments and found having to book 2 separate days for my appointments inconvenient

So far great but only been here 2 times so far

I have always found this practice excellent. The care for myself and my family have always been first class. Dr Barber is a superb GP, as are all the others at this GP surgery. Well done to you all.

Because everyone is very nice and very polite

Friendly staff

It's a good service

Very fast appointments, no wait, very good patient care

Always very helpful

Staff are friendly and doctors are really good. Always can get an appointment when I want.

You can book advance appointments and staff are always friendly

Friendly and local
