

The NHS Friends and Family Test

Comments data – May 2017

Very happy with service	BHC
Excellent and friendly service from doctors, nurse practitioner and nurses. Also helpful receptionists.	BHC
Good prompt service.	BHC
We always receive such excellent service from all the departments we have been helped by in the past and present and if necessary the future.	BHC
Very happy with service.	BHC
Always been polite and friendly surgery.	BHC
If every doctor was as proficient as Dr Honney then the world would be a better place!	BHC
Very smooth/rapid transition from diagnosis to surgery and after care is very good. Slight confusion with post operation physiotherapy.	BHC
Friendly staff. Relatively easy to get appointment.	BHC
Staff are helpful and friendly.	BHC
Very helpful staff. Dr Morton & Dr Craig are excellent GPs and very helpful.	BHC
Best surgery in the UK. The NHS should use your surgery as a template for others to learn from.	BHC
The help to solve all my ailments has been so good. Extremely understanding with follow up appointment.	BHC
I am happy with this surgery, they looked after my husband very well until the end of his life.	BHC
Never had a problem with the service.	BHC
I have nearly ways had good experience with this surgery.	BHC
All staff helpful – doctors and nursing staff kind and tolerant of my elderly husband.	BHC
I was uncertain about seeing a nurse practitioner – I had requested to see female GP (Dr Craig) – because I was in pain and unsure if I needed to see a doctor – I was satisfied with diagnosis and treatment.	BHC
We always get well looked after by Trinity Street Surgery	TS
I have always been able to get an appointment when I have needed one and not had to wait very long.	BHC
Good service	BHC
Friendly, warm, welcoming, knowledgeable staff	BHC
They are extremely good	BHC
I'm quite happy with the service	BHC
Can always get an appointment when needed. Get seen on time and very satisfied with all.	BHC
They are awesome!	BHC
Dr Craig is wonderful. Reception staff are polite and extremely helpful. As long as you ring at 8.30am you can normally get a same day appointment. Beres the phlebotomist is marvellous also.	BHC

Under the pressures of the NHS, everybody does their best to provide the best service they can.	BHC
I've been a patient of Dr Morton for 10years+, he has always been helpful with my situation. Also the on-line facility is very useful.	BHC
I find them always helpful, never had reason to dislike any of the doctors. They were kind when my husband passed away, some of the doctors have now moved on.	BHC
I have experienced no issues.	BHC
I always receive good care. Everybody is very helpful.	BHC
Been happy since Sept 1996	BHC
Happy with service	BHC
Good service	BHC
When you can get an appointment they are good	BHC
The care given – especially by the nurses is excellent	BHC
On the whole have always had a good experience	BHC
Because I find the surgery helpful when I have needed advice or an appointment for myself or my family	BHC
I find everyone caring and easy to speak to.	TS
Excellent service and excellent staff at GP surgery and NNUH. Always helpful.	TS
I can always get an appointment and my doctor has been instrumental in getting me back to health (Dr Simper)	TS
Because the staff are friendly and helpful on reception. Dr Simper and Dr Barber are excellent GPs. Practice Nurses excellent too!	TS
I always felt very well looked after and my concerns taken seriously. Thank you	TS
Very helpful.	TS
Reception staff always extremely helpful. Doctors very friendly and accommodating. Rarely any difficulties in making appointments.	TS
I have been seen quickly and an x-ray was arranged at short notice.	TS
Friendly and efficient service at all times.	TS
I have been using this surgery since 1993 and find it easy generally to get appointments with named GP as long as I do not expect to get through on phone until 8.50 or later.	TS
Very friendly, helpful and supportive staff.	TS
Very friendly.	TS
Happy with service. Helpful.	TS
I did receive the consultation I was looking for. The GP was efficient and polite and understanding of matters of delicate nature. I often feel quite hurried though.	TS
+ Good doctors – they always try to help you. – Russian roulette as to whether you get an appointment if you phone up in the morning for one.	TS
Friendly efficient receptionists, central location and hard working GPs. Thank you	TS
Approachable, efficient practice.	TS
Always received prompt assistance from the surgery – very helpful staff and doctors.	TS
Close and comfortable surgery but not very easy to make appointments.	TS
Because of the doctors in particular Dr Simper.	TS