

The NHS Friends and Family Test

Comments data – May 2018

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| Good care and support especially Dr Craig, but Prof Howe wasn't to happy with 2 nd patient in and she said already running out of time. | Likely | BHC |
| I haven't had today's appointment yet but if I was to use any of my experiences with the nursing staff here, especially Dianne then I would be extremely likely! None of my friends or family live near here. | Extremely likely | BHC |
| I have always received excellent care from Trinity Street and Bowthorpe Surgeries. All staff have always been friendly and supportive. | Extremely likely | BHC |
| Staff are always helpful and friendly. | Likely | BHC |
| It's NHS, so go if you need. Odd question. | Neither likely or unlikely | BHC |
| No emergency appointments when needed during the week. Told to go to Walk-in-Centre. When in a lot of pain you don't want to hear that. | Extremely unlikely | BHC |
| Prof Howe was absolutely amazing. She made me feel so comfortable. First class service. Best doctor I have seen at the surgery. | Extremely likely | BHC |
| I have always found the service very helpful and patient. | Extremely likely | BHC |
| Doctors are friendly and very helpful | Extremely likely | BHC |
| I have been a patient for years and have been provided with good medical care. The staff are friendly and supportive. Dr Zoe Barber has supported with excellent medical care, supportive and sensitive approach. | Extremely likely | TS |
| Have always had good care from pleasant and professional staff. | Extremely likely | TS |
| Service is always great however it can be quite a wait sometimes. | Likely | TS |
| Convenient to walk to but very long waiting times sometimes (not today!) | Likely | TS |
| Have found it very easy booking appointments and staff are friendly and helpful. | Extremely likely | TS |
| Great experience of GPs and nurses, but often difficult to get an appointment within next couple of weeks – maybe slightly too many patients already registered? | Likely | TS |
| Prompt, friendly service, reasonable wait time | Likely | TS |
| Trusted GP, ready to listen, friendly caring staff. | Extremely likely | TS |
| Surgery is kind, friendly and understanding. GP is knowledgeable encouraging and empathetic | Extremely likely | TS |
| A professional service with a personal touch | Likely | TS |
| Can be difficult to get an appointment but generally helpful | Likely | TS |
| Great staff. Would prefer if you could book appointments before the day. | Likely | TS |

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| Very impressed with this GP – miles better than any others in the East of England. Amazing doctors, nurses and staff! | Extremely likely | TS |
| Because I have recommended you in the past and have no complaints | Extremely likely | TS |
| Good doctors, nice staff and always had a good helpful experience | Extremely likely | TS |
| Dr Simper has been a massive support to me over the years. Online booking for appointments and prescriptions is very useful. Nurses have always been great and mostly able to get blood out of me first time which is very rare!! | Extremely likely | TS |
| Always friendly staff, efficient and helpful medical staff. | Extremely likely | TS |
| Kind and helpful staff | Extremely likely | TS |
| Very good, no complaints | Likely | TS |
| Very good no complaints with service | Likely | TS |
| The staff are all friendly and approachable. The doctors have always treated me with dignity and respect. | Extremely likely | TS |
| I think it's a good practice. | Extremely likely | TS |
| Doctors are all friendly and responsive but nurses not always the same. Absolutely hate the 'no appointments until the day' system, not at all convenient for busy professionals especially with chronic conditions. | Likely | TS |
| Dr Barber & Dr Simper are excellent, although it can be difficult to get a timely appointment. | Likely | TS |
| Have always been able to get an appointment quickly | Extremely likely | TS |
| Dr Barber always seems sympathetic and patient | Extremely likely | TS |
| Over the last few months I have been unwell and the doctor has been very understanding and helpful (Dr Simper). Anytime I have rung the receptionists have been very polite and helpful as well. | Likely | TS |
| Can be difficult to get an appointment but when you do get an appointment it is always very good service. | Neither likely or unlikely | TS |
| Good assessment. | Likely | TS |
| Very good service. | Likely | TS |
| Friendly staff. Appointments usually available. | Likely | TS |
| As reception always happy and helpful. | Extremely likely | TS |
| Normally able to get appointment for that day. Dr Barber and Dr Simper are excellent – take time to listen | Extremely likely | TS |
| Close by, well organised. | Likely | TS |

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| I'm always met with kindness and a very high level of care. | Extremely likely | TS |
| Helpful, professional, good care and can be seen on same day if necessary | Extremely likely | TS |
| Personal service. Availability of appointments suits me. Thorough investigations and information given. | Extremely likely | TS |
| Friendly and helpful. Although calling to make an appointment is difficult. | Likely | TS |
| Can usually get appointment on day required. Helpful/friendly doctors. Sometimes run a bit late – but not too bad | Likely | TS |
| Having acquainted myself with your online service info, I feel more able to access and use your services. However, I did note that the Alpha Suffolk link is not available via your site | Likely | TS |
| Good doctors and I usually get helped quickly | Extremely likely | TS |
| Great practice, easy to get prompt appointment. Very good care. | Extremely likely | TS |
| It feels like a family practice. | Extremely likely | TS |
| My experiences have always been positive. Local service and friendly option to go to Bowthorpe to see a preferred doctor welcome. Easier online booking would be good if possible. | Extremely likely | TS |
| Very prompt and good time keeping with patients. | Extremely likely | TS |
| Very helpful, just very hard to get appointments sometimes which can't be helped. | Likely | TS |
| Fast service rang up this morning for my 2 year old son and got an appointment within an hour. Friendly staff at reception. | Extremely likely | TS |
| Fantastic service, very friendly, always happy to help. | Extremely likely | TS |
| Difficulty making pre-booked appointments. Difficulty getting through at 8.30. Most doctors are only part time so can't always see a regular doctor. Often don't feel I'm being listened to. | Neither likely or unlikely | TS |
| On the whole an excellent practice. Reception staff consistently helpful. | Extremely likely | TS |
| Always try to accommodate requests. Always friendly. | Extremely Likely | TS |
| First time using services in 2+ years so unable to form an opinion. | Neither likely or unlikely | TS |
| Dr Barber – fantastic GP, she is brilliant at her job. Can't thank her enough. Reception staff always polite and friendly too, always feel welcome. | Extremely likely | TS |