

The NHS Friends and Family Test

Comments data – November 2016

Nice friendly atmosphere.

Good doctors. Good continuity of care.

Very stable, patient friendly and well organised. Listens and goes beyond the expected. Excellent all-round.

Good, caring doctors, nurses and staff. Quiet environment.

Always managed to get an appointment, often on the same day.

Very good surgery.

Professionalism.

Great treatment, friendly staff, easy appointments.

Everyone is friendly and helpful.

Always been very helpful.

Not too bad service for a busy surgery

Highly likely to get appointment when ring. If not always happy to sort an alternative.

Access convenient outside city and hospital

Depends what doctor you see.

Never had a problem with care but sometimes struggle to get an appointment.

Always able to get an appointment.

Mostly friendly staff and doctors. Good at getting to problem and getting the help or medication required.

Appointment availability. Helpful staff.

Friendly, kind and patient.

Always had good treatment – even though I don't come often.

Because the doctor's or nurse sit and listen to you, and really try hard to help with the problem compared to other surgery's who don't have the time of day for you.

Overall very happy with the service when here but sometimes struggle to get an appointment at a suitable time.

Never had any problems or concerns, always felt very assured.

Good doctors.

I got an appointment very quick and they are very helpful.

Services here are always prompt and on time. All staff are always helpful.

We as a family have always had wonderful service.

I never had any concerns with this service.

We are often overly satisfied with the treatment and service.

Very reliable doctors. Can get appointment when needed.

Good timely service. Good communication. Helpful whenever needed.

I am always happy with the care I receive and I would not hesitate to recommend our surgery.

Always accommodated me when I needed seeing, even at short notice. Always kind to me.

Always friendly and helpful.

Staff and GPs friendly. Usually see the GP you request to see, keep you well informed of your condition and treatment.

You give really good service and the staff are very friendly.

Very professional treatment.

Reception are always helpful, either on the phone or at the desk. I am always pleased with the doctors I see as far as listening and responding to my many problems these days. So yes very good all round and 10 out of 10 score.

All staff polite, helpful and are very patient focused.

Able to get appointment today at short notice.

Reception staff very helpful and friendly. Nursing and medical staff friendly and very easy to talk to. They put one at ease.

Excellent healthcare since registering in 2004.

I myself have always been well looked after by the surgery, doctors and nurses.

Been a patient since 1973.

Nice GPs and nurses. Calm, quiet waiting room. Lauren Smith

When my family or me need help there is always an option to get appointments or even talk with doctor/nurse/midwife over phone.

Been a patient at Trinity Street since 1976 and received kind and attentive care from highly busy staff throughout that period. I feel I am 'known' by at least some of the practitioners over that long period. W Downes

Nearest GP surgery and a good practice!

Generally good service.

I have been with this practice from 1960 and have always found the doctors, nurses and receptionists to be helpful and friendly. The doctors are never arrogant or condescending. They don't hesitate to refer on if they are unsure of diagnosis. Mrs P Gyte

I have always had a positive experience under the circumstances.

Efficient and professional service. Diane Bach

Friendly and efficient service. Empathetic and professional staff.

Efficiency.

The doctors at the surgery (in particular Dr Simper & Dr Barber) have been very supportive to my family following a long and complicated diagnosis for my 10 year old son. I am very happy with the care we received. K Moore

Host of the doctors and staff very friendly. Doctors seem to get things done quickly if they think there is a problem. M Lake

Dr Barber & Dr Simper are both excellent doctors.

Can usually get appointments when required.

Competent and thorough staff who look beyond the obvious. A McCarthy

Generally great, but some receptionists are quite rude and there were several instances where I was called to follow-up appointments where I was sent away again as they turned out to be unnecessary.

Very reliable and prompt to help.

Good friendly professional help.

Always treated with care and consideration. Mr A W Browne

The doctors listen to the patient and try help out when they can.

I've always found this surgery friendly, supportive and efficient.

Helpful staff, nice doctors and I have always been able to get appointments when I need them. Kristina Fox

Always able to get appointment quickly. Been at this surgery 40 years, hope it never closes. I would hate to go anywhere else. Sally Parker

I am always pleased with the doctors and all other staff at the surgery. M Claxton

Flexibility, local and lovely receptionists. Ben Beazley

Always been able to secure an appointment when calling at 8.30am! Eleanor Schader

All staff are friendly, helpful and professional.
