

# The NHS Friends and Family Test

## Comments data – November 2017

Staff are very friendly and helpful. Prompt services provided as requested.	Extremely likely	TS
I like my doctor. She's very good – she listens and makes you feel like she's on top of everything.	Extremely likely	TS
Excellent doctors.	Extremely likely	TS
Impressed with the professional care received.	Extremely likely	TS
Care is very good but difficulty in getting appointments.	Likely	TS
I expect all doctors to be caring. The choice of one's doctor is personal		TS
I am not sure of the relevance of the question as everyone is entitled to NHS treatment. If it is aimed at this practice then I would like to be able to make an appointment a little easier, for you to not shut for lunch. It's not 1976, and to be open on a Thursday afternoon.	Don't know	TS
Good service from doctors and support staff.	Extremely likely	TS
Doctor listens to patient. Even working to appointment times, gives full attention to needs of patient.	Extremely likely	TS
Caring nature of doctors, nurses and reception.	Extremely likely	BHC
A very friendly and helpful practice	Extremely likely	BHC
Very helpful anytime we needed the service	Extremely likely	BHC
Helpful staff, never an issue booking an appointment. Good health centre	Extremely likely	BHC
Always manage to get appointments in advance or on the day for me and my children, staff and doctors and nurses very friendly	Extremely likely	BHC
Always extremely helpful.	Extremely likely	BHC
Always very friendly and helpful staff	Extremely likely	BHC
Practice is clean and tidy. GPs are friendly, it is not always easy to make an on the day telephone appointment and your pre-booked appointments are quite far in the future.	Likely	BHC
Have always found it easy to make appointments and good service.	Likely	BHC
Not open appropriate hours for working people and insufficient pre-bookable appointments.	Neither likely or unlikely	BHC