

# The NHS Friends and Family Test

---

## Comments data – October 2016

**Bowthorpe Surgery has always offered a good service and have assisted my well being.**

**I can always get an appointment if I ring at 8.30 and keep on re-dialling until I get a ringing tone (though I think it may be harder for frail older people with complex needs to do this). The receptionists are friendly, respectful and efficient. There is a choice of GPs (age, gender, and ethnicity). Thank you**

**For the times I have had to attend the surgery I have always been treated very well. Whoever I see gives plenty of time for me to explain how I am and what is wrong with me (very important).**

**I have recently (2 months ago) moved to this area and I am amazed to be able to get appointments to see doctor or nurse practitioner within a few days. At my previous surgery I had to wait 3-4 weeks for appointments.**

**We are able to see the GP if I need to. I have learned that in a lot of other surgeries patients do not get appointment for days.**

**The reception staff are very helpful as are the nurses. Dr Morton & Dr Craig have been amazing in their knowledge and care over the years. I couldn't praise them highly enough. Christine Butler**

**Reliability and understanding. Always able to get an appointment.**

**Haven't experienced any problems. Quick and efficient.**

**Being a new patient I was really nervous but the doctor was very nice.**

**Very friendly atmosphere and staff.**

**Very pleased with service received.**

**Friendly & helpful.**

**Very good service.**

**Well treated.**

**I have always felt cared for, important to the doctors and had excellent treatment.**

---

## Comments data – October 2016

---

**Always get appointments on day of phoning and prescriptions are always sent promptly.**

**Always help the best they can.**

**Good doctors and friendly reception staff.**

**I have enjoyed services here so far.**

**I have always been satisfied with my treatment at the surgery.**

**Seems every surgery has same problems with booking appointments.**

**Professionalism of the staff in all cases.**

**Have found staff very helpful**

**Always treated with respect and care.**

**The staff are very kind.**

**Warm, helpful and professional service at Trinity Street Surgery.**

**Surgery is tidy and very clean. Staff are very nice. Doctors are very good.**

**Always get appointment. Great GPs.**

**I think the doctors are not too bad.**

**Very good service and very helpful.**

---