

The NHS Friends and Family Test

Comments data – October 2017

Always had excellent treatment from Dr Simper	Extremely Likely	TS
Trinity Street Surgery has looked after me through breast cancer and a brain injury. They have been professional and caring. I feel they have my best interests at heart.	Extremely Likely	TS
Always friendly and helpful staff.	Extremely Likely	TS
Friendly service, able to gain appointments at short notice.	Likely	TS
The doctors are amazing but it is difficult to get an appointment sometimes.	Likely	TS
Historically I've been unimpressed but like my current doctor. Also, I doubt there's much to distinguish between this and other surgeries. Just go where it's convenient.	Neither likely or unlikely	TS
Helpful staff. Appointments not always available.	Likely	BHC
Never had any problems at this surgery.	Likely	BHC
Surgery is very friendly, normally can get appointment. Only downfall is the phone line in the morning for appointments always busy then you don't get who you want to see. Doctors and nurses are all lovely.	Likely	BHC
Good surgery	Likely	BHC
Sometimes lengthy wait for appointment as doctors are overstretched.	Likely	BHC
I'm quite satisfied with the service I have received in the past.	Likely	BHC
Always helpful	Likely	BHC
Nice clean and friendly staff.	Likely	BHC
Always looked after us.	Likely	BHC
Because each time I have needed to see someone the service provided has been good.	Likely	BHC
Because very good service.	Likely	BHC
Always well looked after.	Likely	BHC
I have never been let down.	Likely	BHC
Generally good service.	Likely	BHC
Service has been very good.	Likely	BHC
Very friendly and efficient.	Likely	BHC

Length of time at Bowthorpe	Likely	BHC
I feel well cared for by people who obviously want “customers” to be happy with the service given.	Likely	BHC
Most of the time I have no problems although getting an appointment is not always easy.	Likely	BHC
I have always been treated with respect and courtesy and mostly been able to get appointments when I have needed them.	Likely	BHC
Friendly helpful staff.	Likely	BHC
Satisfactory service.	Likely	BHC
Very good service and treated fairly.	Likely	BHC
Friendly staff and doctors. Not always an appointment available.	Likely	BHC
Satisfied with care.	Likely	BHC
Always obliging with appointments to suit patient.	Likely	BHC
Friendly, efficient reception staff. Large surgery with good facilities.	Likely	BHC
Very good service.	Likely	BHC
Usually on time. Some nice doctors but also some I prefer not to see.	Likely	BHC
Some good doctors. Problem is a high turnover of doctors.	Likely	BHC
Polite, not too long to wait.	Likely	BHC
Very efficient practice.	Likely	BHC
Very efficient.	Likely	BHC
Always had good friendly service.	Likely	BHC
Haven't been here that long, however every time I've been they have been helpful and friendly towards me.	Likely	BHC
First class service and care. All doctors have time to listen. Appointments easily booked. Absolutely no complaints at all for the surgery.	Extremely likely	BHC
We find they are very helpful and the doctors and staff very good towards us regarding our health and provide a good service to the village.	Extremely likely	BHC
Never a problem getting an appointment.	Extremely likely	BHC
Can always see a doctor.	Extremely likely	BHC
No problem getting an appointment.	Extremely likely	BHC
Everyone is very helpful.	Extremely likely	BHC
Given support for 30+ years which we know can rely on with our disabled daughter. A few hiccups along the way, but in the main a great support. Only negative is trying to book appointments in advance.	Extremely likely	BHC

Quite satisfied with service.	Extremely likely	BHC
Always had good treatment. Caring and friendly.	Extremely likely	BHC
Friendly staff.	Extremely likely	BHC
I have always been treated very well here.	Extremely likely	BHC
We always get well looked after at this health centre.	Extremely likely	BHC
Always friendly and helpful.	Extremely likely	BHC
I have always received helpful advice and treatment.	Extremely likely	BHC
I have always been treated well, and find them very helpful.	Extremely likely	BHC
My GP is wonderful. She understands me.	Extremely likely	BHC
Excellent service. Very efficient and friendly.	Extremely likely	BHC
Very helpful and friendly.	Extremely likely	BHC
I feel I receive good care from this surgery.	Extremely likely	BHC
They are very friendly. Staff very helpful.	Extremely likely	BHC
Given appointment at very short notice for flu jab.	Extremely likely	BHC
Well organised and friendly service.	Extremely likely	BHC
We needed an appointment for a flu jab and we got an appointment very quickly.	Extremely likely	BHC
Friendly and professional.	Extremely likely	BHC
Prompt and accurate treatment. Re-dress if necessary. Good listeners.	Extremely likely	BHC
Good service.	Extremely likely	BHC
You offer quality service and staff is polite to help out.	Extremely likely	BHC
Courteous service. Reasonable time scale. Good doctors.	Extremely likely	BHC
Friendly practice.	Extremely likely	BHC
Treatment at this practice good and friendly.	Extremely likely	BHC
I have always received excellent care.	Extremely likely	BHC

Always there to help you.	Extremely likely	BHC
Always pleased with staff and treatment. Kind and caring.	Extremely likely	BHC
Good doctors and medical staff.	Extremely likely	BHC
Very good service.	Extremely likely	BHC
As I have always been treated well.	Extremely likely	BHC
Always excellent service.	Extremely likely	BHC
Treatment was offered at the right time with excellent standard.	Extremely likely	BHC
Never had any problems. I have been looked after by all staff.	Extremely likely	BHC
Always friendly and helpful.	Extremely likely	BHC
Never had any cause to think otherwise.	Extremely likely	BHC
Happy with surgery.	Extremely likely	BHC
Helpful and friendly.	Extremely likely	BHC
Very pleased, well looked after.	Extremely likely	BHC
I am always very happy with care and service that is provided. Also all the doctors and nurses are kind, helpful and efficient.	Extremely likely	BHC
Lovely, friendly staff at all levels. Appointments usually within a week.	Extremely likely	BHC
Always helpful, appointments pretty quick. Feel we are very lucky compared to other surgeries.	Extremely likely	BHC
I have never had complaint at any of the treatment or visits to this practice.	Extremely likely	BHC
The service is friendly and efficient.	Extremely likely	BHC
I have always received excellent service. Doctors always polite and helpful.	Extremely likely	BHC
Brilliant staff, nurses and doctors.	Extremely likely	BHC
We have always been well looked after.	Extremely likely	BHC
The best.	Extremely likely	BHC
Very good care. Thank you.	Extremely likely	BHC
Friendly and efficient.	Extremely likely	BHC

Good care and service.	Extremely likely	BHC
Good friendly service.	Extremely likely	BHC
I have always been very happy with the treatment I have had at surgery since 1978.	Extremely likely	BHC
Flu clinic very quick and efficient.	Extremely likely	BHC
Surgery staff always pleasant and helpful.	Extremely likely	BHC
Local, caring surgery. Frequent reminders for an appointment.	Extremely likely	BHC
I feel very looked after since I've joined you.	Extremely likely	BHC
Always been treated with care and attention.	Extremely likely	BHC
Always been looked after well.	Extremely likely	BHC
Excellent.	Extremely likely	BHC
Always had good service. Never been refused an appointment.	Extremely likely	BHC
Been with the practice since 1986 and it's just got better and better.	Extremely likely	BHC
Over the years I have always been well cared for by pleasant staff.	Extremely likely	BHC
Always satisfied with the treatment but sometimes a long time to wait for an appointment – as with all surgeries!	Extremely likely	BHC
Good doctors. Really hard to get an appointment. The phone queuing system is rubbish.	Neither likely or unlikely	BHC
Can't always get appointment. Staff not always helpful.	Neither likely or unlikely	BHC
Such excellent diagnosis and movement forward on clinical pathway. Also brilliant communication skills, explanation and transparency so I'm fully in the picture	Extremely likely	TS
Very pleased with how everyone listens and do their utmost to help me, which includes everyone at Wendene, doctors, receptionists and all	Extremely likely	BHC
Good receptionists and good doctors	Extremely likely	BHC
Friendly service	Extremely likely	BHC
Doctor was thorough and referred me which made me feel better	Extremely likely	BHC