

The NHS Friends and Family Test

Comments data – September 2016

Because I got an appointment when I wanted one and the consultation was good.

Very good service. Good doctors.

Friendly reception staff. Generally good availability of appointments. Approachable doctors.

Really friendly and helpful staff

Good service

My experience seeing doctors in this practice for over 30 years has been good

Some of the doctors are very conscientious

Been with Trinity Street since 1985 and like the practice

I am overall happy with this surgery

I find the personnel to be kind and helpful

Good service and friendly staff

Swift appointment, offered a number of different times. Pleasant helpful reception. Doctor thorough, empathic and efficient. Practice nurse who took bloods/ECG excellent 5 star. An asset to the practice. Jill Walker

Excellent staff!

Given what one reads about the NHS & GPs in the media our surgery seems to offer a good service with care despite the pressures on them.

My GP (Dr Simper) has treated and supported me so well over the years. Also, I am so glad to support the surgery in the excellent work that they do with training new student doctors. The receptionists are also fantastic, friendly and helpful.

Ease of appointment and quality

On the whole a good service

Always received good standard of care

Helpful most of the time when requested

Overall happy with the services here

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I have been coming to this doctors surgery for years. The staff are helpful

They offer a good service to the public

Friendly and helpful staff

Excellent doctors and staff. Cannot fault anything about the whole centre

Good friendly service.

No problems.

Because always ready to listen

I have always had good treatment from the doctors I have seen.

All smiling, give me a lot of information. Many thanks

Ease of booking appointment; Saturday appointment was beneficial. Friendly staff (desk and doctor)

Was quick and easy. Doctors were supportive and helpful.

Always friendly, appointments are usually available at convenient times for our family. Doctors and nurses seem to listen to concerns unlike at other surgeries I've been to.

Very helpful

Great staff, quick to be seen

Good service, approachable staff and highly skilled doctors/nurses

Never had any problems making an appointment.

Most of the time you can get an appointment when you first ring up.

Cool reception.

It's very good service

Doctor very helpful and when ring for appointment receptionist very helpful to get appointment.

Doctor and reception staff extremely friendly and very helpful.

Phoned this morning 22nd Sept at 8.33am. Phone was answered immediately and the call was transferred to appropriate section. Appointment to see doctor was made in less than a minute. Well done.

I have never had any issues with the surgery

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Good run practice

I have always received polite, efficient service from doctors and nurses

Friendly doctors and nurses

Their constant caring during seven years as a patient with Bowthorpe Medical Practice

Reception desk staff - friendly/efficient; my doctor always has time for me and my list! Available for emergencies on/off hours. Great facilities; nurses and staff who take care of blood etc excellent, friendly and brilliant. All of my referred doctors have been exceptional. Since arriving January 2013 I have had many referrals and surgeries/procedures. Dr Morton and surgery staff levels higher than what I received in the USA.
