

# The NHS Friends and Family Test

## Comments data – September 2017

You have always looked after my wife and me in a super first class manner.	Extremely likely	BHC
Nurses and doctors and staff have all been nice and polite to me when I have asked anything.	Extremely likely	BHC
When I called the receptionist was very helpful and I was then seen promptly by doctor so felt everything was very efficient.	Extremely likely	BHC
You help more people, very good. No problem. Thank you	Extremely likely	BHC
Lovely surgery – friendly staff and always helpful.	Extremely likely	BHC
Friendly and helpful staff.	Extremely likely	BHC
Have always received excellent treatment every time I need to visit.	Extremely likely	BHC
Professional and helpful.	Extremely likely	BHC
Friendly staff. Good service. Sometimes difficult to get an appointment on the day. Would be good to have the opportunity to book in advance appointments sometimes.	Likely	BHC
Nearly always helpful.	Likely	BHC
Usually satisfied with service.	Likely	BHC
Understand issues regarding appointments etc and staff do their best.	Likely	BHC
Friendly staff and easily approachable.	Likely	BHC
Slightly limited hours eg not open Wednesday afternoons etc but generally happy with the service.	Likely	BHC
If I get good service then it is good to recommend others. After getting in and checked in it normally takes 15-20 mins wait and I am not informed about the reason unless I ask the receptionist.	Neither likely or unlikely	BHC
Don't like being asked to fill out silly forms! and 30 mins late	Extremely unlikely	BHC
It's difficult to book an appointment here. Always fully booked. Been booking for a week, couldn't get one. Staff are friendly though and accommodating.	Extremely unlikely	BHC
Due to lack of appointment times.	Unlikely	BHC
Friendly and helpful.	Extremely likely	TS
Everybody is kind and helpful.	Extremely likely	TS
Always efficient, friendly, welcoming staff.	Extremely likely	TS

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Listened to, feel that thorough attention given to concerns.	Extremely likely	TS
Timely appointments. Sensitive and supportive service.	Extremely likely	TS
Always respond to issues promptly by phone, friendly reception, doctors and nurses very professional.	Extremely likely	TS
Helpful and efficient staff. Appointments for seeing the doctor given as soon as possible.	Extremely likely	TS
The NHS along with free education, are hallmarks of a civilised society and must be preserved.	Extremely likely	TS
Very good patient care.	Extremely likely	TS
Beres was extremely kind, caring and efficient.	Extremely likely	TS
Very good I recommend it to everyone.	Extremely likely	TS
I always receive friendly and efficient treatment in this surgery.	Extremely likely	TS
I have used this surgery for over 20 years and have always had a professional and understanding service. Staff and GPs always willing to listen and if necessary spend as much time as is needed to deal with problems.	Extremely likely	TS
Friendly and helpful reception staff who gave me a clear explanation of appointment system.	Extremely likely	TS
Staff always friendly. Nearly always get appointment on the day of phoning.	Extremely likely	TS
Doctors efficient and pleasant.	Extremely likely	TS
I am very happy with the service.	Extremely likely	TS
I get to see the same doctor each time and it is easy to get an appointment.	Extremely likely	TS
The doctors are extremely helpful and listen - even to my silly questions!	Extremely likely	TS
Friendly helpful GPs and reception staff	Likely	TS
Mostly the staff and doctors are wonderful. Pauline in particular is a twinkly star!	Likely	TS
So far I've been helped and listened to/booked in when I've needed to see somebody.	Likely	TS
Never had a problem making an appointment.	Likely	TS
Last time I was here I saw Dr Barger with my kids and he provided excellent service. Took his time and was very sweet and professional.	Likely	TS
Friendly and helpful.	Likely	TS
I usually find it easy to get an appointment when I need one, and find the staff helpful and friendly.	Likely	TS

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Appointment system very helpful.	Likely	TS
I can usually get an appointment when I want one.	Likely	TS
Good service, friendly staff	Likely	TS
The clinic is very helpful and the staff are very friendly, never had a problem apart from some very long waiting times eg if I have an appointment at 3:00, I would like to be seen at 3:00 and not 3:45.	Likely	TS
Everything was quick and easy.	Likely	TS
Helpful and well run surgery but sometimes appointments are difficult to schedule. Sometimes there isn't enough time for an appointment. Lots of pressure on GPs and surgeries.	Likely	TS
The GP who has been helping me in the last 4 ½ years has been kind, interested and engaged, even though my condition has not been easy to deal with and even though she has obviously been working under a great deal of pressure. (the NHS is grossly under resourced!!!)	Likely	TS
Mostly very good service and doctors who have the time for you.	Likely	TS
Satisfied with care family has received over the years.	Likely	TS
Always satisfied.	Likely	TS
Good service except for being fully booked within 10 minutes of phone for appointment.	Likely	BHC
Recently more appointments seem to be available at late notice which is a big help when small children get ill/worse.	Likely	TS
Difficult to get appointment with doctor of choice.	Neither likely or unlikely	TS
Hard to get appointments for convenient times for example today I booked appointment but could only be offered 9am or 4.45pm and sometimes not possible to get appointment at all.	Neither likely or unlikely	TS
Everyone is always kind and helpful; however it can be difficult to get an appointment with a particular doctor. Also it would be great for deaf and hard of hearing patients if it were possible to email or message with a doctor	Neither likely or unlikely	TS
Able to get appointment same day and friendly staff.	Likely	BHC
I have never had any problems to see somebody	Likely	BHC
No problems seeing anyone.	Likely	BHC
I like the person I see and am able to rebook with same person.	Likely	BHC
Reception – always helpful and friendly. Nurses – very professional. Doctors – not enough always the same doctor.	Likely	BHC
Sometimes unable to get appointments straight away. Understand this can be a problem with lots of patients but can be very frustrating when you are unwell	Likely	BHC

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and worried.		
Booking an appointment is quick. Receptionists are friendly as well as the doctors on duty.	Likely	BHC
Fast and efficient.	Likely	BHC
Can generally get an appointment but not always.	Likely	BHC
Very efficient.	Likely	BHC
All staff friendly and helpful.	Likely	BHC
All staff helpful and friendly.	Likely	BHC
Everyone is always very friendly, as a working person I find the arrangements to get a same day appointment very frustrating. If a doctor has said at a consultation “make a booking at reception for 4 weeks time” , I am not allowed by reception	Likely	BHC
Care by GP is good.	Likely	BHC
Quality of care is good.	Likely	BHC
Treatment here perfectly satisfactory.	Likely	BHC
Staff helpful and knowledgeable.	Likely	BHC
The service is always quick and efficient.	Likely	BHC
Mainly very good doctors. Very helpful and caring. Look into and take into account your wishes. Receptionists always very helpful too.	Likely	BHC
Always had good treatment.	Likely	BHC
Friendly staff and friendly doctors and nurses.	Likely	BHC
Always excellent care especially with my pregnancy and young baby/child.	Likely	BHC
Flu jab, getting a Saturday appointment.	Likely	BHC
Staff always helpful, but can't always get appointment when needed.	Likely	BHC
Good friendly service.	Likely	BHC
Clean, mostly on time, Saturday appointments and & Dr Morton	Likely	BHC
I usually get satisfactory service.	Likely	BHC
All staff here are helpful and friendly.	Likely	BHC
I would recommend this service to another person.	Likely	BHC
Very good especially Jo	Likely	BHC

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Sympathetic treatment at all levels	Likely	BHC
Friendly staff and always able to get an appointment when needed.	Likely	BHC
Been at the practice a while and we have received good care from the doctors we have seen. It's the most stable my health has been.	Likely	BHC
Recently moved here so not much experience of the surgery yet.	Likely	BHC
On few occasions I have had to use the surgery all has been fine.	Likely	BHC
Always helpful and friendly staff.	Likely	BHC
The service is quick and efficient.	Likely	BHC
The system of queuing up early in the morning for an appointment for the same day is 'unusual' but on the whole does work well. The doctor takes my concerns very seriously and is very helpful and professional.	Likely	BHC
I can normally get an appointment when I come on the day. It would be good to be able to book for that day.	Likely	BHC
Always get good prompt service.	Likely	BHC
I have been quite happy with your treatments, although trying to get through for an appointment, can take some time and then told no more appointments for same day.	Likely	BHC
Not been a patient here long so don't really know much about the practice.	Likely	BHC
Staff have always been very friendly, supportive and caring.	Extremely likely	BHC
It is nice to have a smiley face to see.	Extremely likely	BHC
Honestly, it's helpful and employees are friendly and kindly.	Extremely likely	BHC
Felt listened too, heard and treated.	Extremely likely	BHC
Excellent service. All staff are extremely helpful.	Extremely likely	BHC
Polite, courteous and friendly staff. Doctors, nurses all very helpful would recommend friends and family members to use the local surgery.	Extremely likely	BHC
All staff are absolutely fantastic. The care is superb.	Extremely likely	BHC
I've always been able to get an appointment for the children when needed.	Extremely likely	BHC
I would recommend because I've always been treated with care and made to feel very comfortable.	Extremely likely	BHC
Have always had 1 <sup>st</sup> class treatment and aftercare.	Extremely likely	BHC
Always helpful and pleasant.	Extremely likely	BHC

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Quick service.	Extremely likely	BHC
Normally seen quickly.	Extremely likely	BHC
Very helpful.	Extremely likely	BHC
Staff are always polite.	Extremely likely	BHC
Polite, made to feel at ease, approachable.	Extremely likely	BHC
Efficient and friendly.	Extremely likely	BHC
Helpful service every visit.	Extremely likely	BHC
Staff have looked after me well over the years.	Extremely likely	BHC
Always helpful staff. Excellent service not just for me but my mum and husband.	Extremely likely	BHC
Always been looked after. Great surgery.	Extremely likely	BHC
Always good to me.	Extremely likely	BHC
Have always had satisfactory service.	Extremely likely	BHC
Happy with service. Thank you	Extremely likely	BHC
Can get an appointment without too much of a wait.	Extremely likely	BHC
I have always had excellent care and consideration from both Trinity and Bowthorpe centres.	Extremely likely	BHC
On time.	Extremely likely	BHC
Everyone has been a great help to my well being. Thank you	Extremely likely	BHC
For all the help I get.	Extremely likely	BHC
Prevention better than cure.	Extremely likely	BHC
Everyone is so lovely and caring. Beres is brilliant.	Extremely likely	BHC
The best treatment.	Extremely likely	BHC
Good service.	Extremely likely	BHC
Every person needs to get the help they need and Bowthorpe surgery is the best I would not hesitate to recommend them.	Extremely likely	BHC

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Friendly, quick and have total confidence in my doctors treatment and care.	Extremely likely	BHC
Very convenient.	Extremely likely	BHC
All staff have always been very good to us.	Extremely likely	BHC
Apart from telephone booking. All other treatment superb.	Extremely likely	BHC
Friendly reliable service.	Extremely likely	BHC
Excellent doctors. Helpful receptionists.	Extremely likely	BHC
Have been my doctors for 69 years.	Extremely likely	BHC
I find good service at all times.	Extremely likely	BHC
Because I have always received the help I needed.	Extremely likely	BHC
Well qualified practitioners.	Extremely likely	BHC
Because a run a good service.	Extremely likely	BHC
Because I have always received the help I needed.	Extremely likely	BHC
Very helpful staff. Easy to contact and make an appointment.	Extremely likely	BHC
No issues with service I have received.	Extremely likely	BHC
Everybody efficient and helpful and treatment very good.	Extremely likely	BHC
Everybody is very helpful and treatment very good.	Extremely likely	BHC
Always have had good treatment.	Extremely likely	BHC
Mainly good service.	Extremely likely	BHC
I suffer from COPD and try to keep as healthy as possible as I am my husband's carer.	Extremely likely	BHC
Can not fault the care given to me and my late husband.	Extremely likely	BHC
Good service , helpful, friendly and understanding.	Extremely likely	BHC
Always friendly and efficient service. Easy to get appointments and good doctors.	Extremely likely	BHC
Always helpful. Don't have to wait long for appointments.	Extremely likely	BHC

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I always get seen by a doctor the same day.	Extremely likely	BHC
I have always been dealt with in a polite, prompt manner. The doctors have always done their best to attend my family's needs in a respectful manner, engaging in a thorough conversation as to ascertain needs.	Extremely likely	BHC
Always had good service.	Extremely likely	BHC
A very good practice. Doctors, nurses and all staff. Excellent.	Extremely likely	BHC
Always a good service and on time.	Extremely likely	BHC
Always received excellent care in 44 years registered at this surgery.	Extremely likely	BHC
Always good service – friendly and happy staff.	Extremely likely	BHC
I've always found doctors, nurses and other staff helpful.	Extremely likely	BHC
Always get the best treatment I can get.	Extremely likely	BHC
Always found the treatment here satisfactory and always looked after well.	Extremely likely	BHC
Pleasant staff and professional doctors.	Extremely likely	BHC
Great doctors and service.	Extremely likely	BHC
Pleasant staff and prompt service.	Extremely likely	BHC
Excellent service.	Extremely likely	BHC
Have been with these doctors since 1978 and I am extremely satisfied.	Extremely likely	BHC
All doctors are caring and take their time especially Dr Morton.	Extremely likely	BHC
Friendly caring staff. Not grown so large as to be impersonal.	Extremely likely	BHC
Friendly staff.	Extremely likely	BHC
Always attentive.	Extremely likely	BHC
I have excellent care from my current GP at Trinity Street. I had a minor stroke several years ago and received no appropriate treatment eg speech therapy and after care.	Extremely likely	BHC
Because you can nearly always get appointments, and surgery is very friendly and helpful.	Extremely likely	BHC
Staff are very helpful and accommodating.	Extremely likely	BHC



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Friendly and caring service.	Extremely likely	BHC
Always get appointment and good staff.	Extremely likely	BHC
We find doctors and staff are very pleasant and do their utmost to help us.	Extremely likely	BHC
A very good service.	Extremely likely	BHC
Organised.	Extremely likely	BHC
Easy to make appointments.	Extremely likely	BHC
I can mostly get an appointment on the day and the care I have received over the years is very good. The forward appointments are not so easy to book however.	Extremely likely	BHC
Always a good service.	Extremely likely	BHC
Never had no problems.	Extremely likely	BHC
Had excellent service from the surgery.	Extremely likely	BHC
Very well looked after by Dr Craig and Beres.	Extremely likely	BHC
Never had a problem with Bowthorpe Health Centre, have been registered here since a young child.	Extremely likely	BHC
I am always pleased with the staff and able to get appointments promptly. Physicians are helpful and knowledgeable.	Extremely likely	BHC
Very happy with care provided.	Extremely likely	BHC
Happy with service provided.	Extremely likely	BHC
Never had any problems.	Extremely likely	BHC
Always friendly.	Extremely likely	BHC
Fast and friendly service. Felt listened to and cared for for first time in years by doctors and staff.	Extremely likely	BHC
The service is always good.	Extremely likely	BHC
Very happy with care received.	Extremely likely	BHC
Efficiency.	Extremely likely	BHC
Have always had the best of treatment from all members of staff concerned in my health treatment.	Extremely likely	BHC
Very good with everybody and look after us and appointments as well.	Extremely likely	BHC

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	likely	
I just moved here, I was very glad I did not have to wait three weeks for an appointment. Also receptionists are always attentive and responsive, plus doctors also are reassuring and helpful, and give you more time than where I came from (London)	Extremely likely	BHC
I've always been treated well in here. My home is nearby. This clinic is all we've got and I depend heavily on their service/services.	Extremely likely	BHC
A good surgery and doctors.	Extremely likely	BHC
The NHS is the best there is and they provide a great service.	Extremely likely	BHC
Always helpful staff and doctors.	Extremely likely	BHC
Overall very good service received – easy to book appointments. Online system great. Do have an issue with booking repeat prescriptions saying ready at Boots 48 hours later (eg after 2pm) but prescription not always ready – need to clarify this on system in order not to waste a customers time when they go to pick it up and it's not ready. (Margaret Gray)	Extremely likely	BHC
Good service.	Extremely likely	BHC
Always happy with service at surgery.	Extremely likely	BHC
Always had excellent service.	Extremely likely	BHC
	Extremely likely	BHC