

The NHS Friends and Family Test

Comments data – September 2018

Knowing I can get an appointment on the same day when I ring up	Extremely likely	BHC
Care my mum receives has always been very good	Extremely likely	BHC
Good service	Extremely likely	BHC
Satisfactory	Likely	BHC
I have always been treated with respect and kindness. The doctors are never too over confident to defer to possibly more experienced colleagues	Extremely likely	BHC
I have been looked after at this surgery with an excellent doctor. Dr Weeks & Dr Barger	Likely	BHC
Care and treatment fine	Likely	BHC
No problems with service	Likely	BHC
Always helpful	Extremely likely	BHC
I may have circled “extremely likely” except I have a lot of lower back and hip aches and pains from old accidents which I was put forward for a scan by a nurse, but which was then downgraded to yet another x-ray by the powers that be. That apparently showed “no change”. Never mind what may be main course of the pain is or if anything can be done, simply “no change”.	Likely	BHC
Have always been looked after whenever I have needed to visit surgery	Likely	BHC
Very good and helpful	Extremely likely	BHC
Can never get appointment.	Neither likely or unlikely	BHC
Very satisfactory	Extremely likely	BHC
The doctors and staff here are all helpful and quite efficient. I am pleased with the service I get here but I think they need a new additional surgery	Likely	BHC
Very good doctors surgery	Extremely likely	BHC
Excellent treatment	Extremely likely	BHC
They are friendly and sometimes helpful.	Likely	BHC
Responds well to all queries. Staff very helpful.	Extremely likely	BHC

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Always respond to requests/appointments.	Likely	BHC
Never a problem if I need an appointment	Extremely likely	BHC
Always polite and friendly reception, nurse and doctors	Extremely likely	BHC
Very good practice	Extremely likely	BHC
Very efficient	Extremely likely	BHC
Service and staff very good in fact excellent.	Extremely likely	BHC
Because I have always found the doctors and staff very helpful.	Extremely likely	BHC
Possibly moving away	Don't know	BHC
Moving away	Don't know	BHC
Pleasant and professional staff	Extremely likely	BHC
Can pre-book appointments, have Saturday appointments.	Likely	BHC
Just very good	Extremely likely	BHC
The surgery is excellent all round	Extremely likely	BHC
All staff and doctors pleasant and helpful	Extremely likely	BHC
All staff pleasant	Extremely likely	BHC
Excellent care	Extremely likely	BHC
Service is very good	Extremely likely	BHC
Very good service	Extremely likely	BHC
Good service and care	Extremely likely	BHC
Polite, helpful and friendly	Extremely likely	BHC
I have had no problems from any treatment advised or received.	Extremely likely	BHC
I have no problems with any care or treatment.	Likely	BHC
I'm still alive thanks to your wonderful services	Likely	BHC
Friendly staff	Extremely likely	BHC

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Helpful staff	Extremely likely	BHC
Nice friendly staff, under extreme pressure	Extremely likely	BHC
Very helpful surgery with doctors and staff always pleasant	Extremely likely	BHC
Having had long term cancer problems and other health problems I feel I had a good service from the doctor I mostly saw and good service from the nurses as well	Likely	BHC
Service good but family not in this area	Likely	BHC
Always helpful and appointments easy to book	Extremely likely	BHC
Always excellent care	Extremely likely	BHC
Good service, just sometimes hard to get an appointment	Likely	BHC
Everybody friendly and usually fairly well on time	Extremely likely	BHC
Always had good care	Extremely likely	BHC
The staff are always friendly on reception and very helpful. The doctors and nurses are good, understanding and professional	Extremely likely	BHC
Many years of good service	Extremely likely	BHC
I have been a patient for approx. 28 years and have had good service	Extremely likely	BHC
Everyone does their best for me	Extremely likely	BHC
Staff extremely good , very helpful	Extremely likely	BHC
Good service and good asthma support	Likely	BHC
Family been using the practice for 2 generations now. Always top class care!	Extremely likely	BHC
Never had a problem; always treated well, staff extremely good. Not like last surgery in London	Extremely likely	BHC
The care given to my husband before he died, amazing people so helpful. Norfolk a special place. More praise needed.	Extremely likely	BHC
Good service all round	Extremely likely	BHC
Doctors, nurses and reception ladies always pleasant, cheerful and helpful. Thank you god bless	Extremely likely	BHC
Friendly staff, have time to talk to you	Extremely likely	BHC
I am very satisfied with the helpful and friendly staff	Extremely likely	BHC

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I find the staff pleasant and helpful	Likely	BHC
Although it is hard to get appointment I like to stick with Dr Craig as she knows me	Likely	BHC
I have been very pleased with treatments I have received	Extremely likely	BHC
Friendly service	Likely	BHC
Good service and care	Extremely likely	BHC
The nurse was really nice and was extremely good with the needle	Extremely likely	BHC
I have had no problems	Likely	BHC
Kind, attentive and efficient	Extremely likely	BHC
Bowthorpe surgery seems to be run efficiently, politely for its patients	Extremely likely	BHC
I always receive excellent treatment from everyone I have had to see for anything. Many thanks	Extremely likely	BHC
Pleasant prompt treatment	Likely	BHC
Flu jab quick and efficient	Extremely likely	BHC
Such a lovely friendly surgery – people and care excellent	Extremely likely	BHC
Entire staff, GPs, nurses and admin staff are very efficient, caring and friendly	Extremely likely	BHC
Because everyone is so friendly and efficient	Extremely likely	BHC
No other family or friends attend this surgery	Neither likely or unlikely	BHC
Not always easy to see doctor of choice. Staff very friendly and helpful.	Likely	BHC
Always efficient and friendly	Extremely likely	BHC
Mainly able to get appointment when needed	Likely	BHC
Organised and friendly	Likely	BHC
Excellent service by all staff. Thank you!	Likely	BHC
Doctors helpful and informative. Ease of making appointment.	Extremely likely	BHC
First class care in all departments.	Extremely likely	BHC
Very helpful. Will phone me if I cannot get to doctors. Staff very nice	Likely	BHC

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Always treated well with respect	Likely	BHC
No problems	Likely	BHC
Very professional, helpful and friendly	Extremely likely	BHC
Improvement on last year's flu appointments	Likely	BHC
Very friendly and helpful staff	Extremely likely	BHC
So happy with the care and attention received at this surgery	Extremely likely	BHC
I've always had good health care here	Likely	BHC
Had excellent service when I have needed appointment etc	Extremely likely	BHC
Nice friendly staff	Extremely likely	BHC
Always polite, patient and helpful	Extremely likely	BHC
Good surgery	Likely	BHC
Caring surgery and always helpful	Extremely likely	BHC
Dr Morton amazing care	Extremely likely	BHC
Have been a patient for over 30 years and have been well looked after	Extremely likely	BHC
The treatment, service and consideration I receive at surgery is exceptional. The staff and doctors are always friendly and helpful.	Extremely likely	BHC
The surgery is the best	Extremely likely	BHC
I have always been pleased with the care I received	Extremely likely	BHC
I have always had good care and attention	Likely	BHC
Because I have always been satisfied with my treatments	Likely	BHC
Always got time for you, will always fit you in if possible – very efficient	Extremely likely	BHC
Sometimes it's very difficult to get an appointment for 2-3 weeks with a lady doctor	Likely	BHC
Very friendly, efficient and I always manage to get an appointment should I need one	Extremely likely	BHC
Been coming here since 1986 and feel part of the family	Extremely likely	BHC
Attention to detail	Extremely likely	BHC

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The service I have received over the years has been excellent	Extremely likely	BHC
Very happy with treatment at this surgery	Extremely likely	BHC
Because it is unacceptable for patients to have to stand outside the surgery for up to 30 minutes when there is a warm enclosed waiting area (the lobby) which is locked and therefore unavailable	Unlikely	BHC
Always treated with respect and courtesy and find majority of receptionists friendly as well	Extremely likely	BHC
I am extremely well cared for by my gps	Extremely likely	BHC
Efficient and quick	Likely	BHC
Can't get an appointment to see a doctor	Neither likely or unlikely	BHC
Usually get appointments when we want	Likely	BHC
Very friendly and helpful staff	Extremely likely	BHC
Always able to get appointment	Extremely likely	BHC
Helpful and caring. Please change the system on flu jabs, first come, first served not alphabetical order	Likely	BHC
Extremely like. Fast good service	Extremely likely	BHC
Reception staff always friendly. Getting better timescale on seeing a doctor and Saturday clinic is a good process	Likely	BHC
Very friendly, can always get appointments.	Likely	BHC
I can't say anything else. Brilliant.	Extremely likely	BHC
I have always found treatment excellent.	Extremely likely	BHC
Very pleased with the service I've received over many years.	Likely	BHC
Friendly surgery plus doctors who listen to you.	Likely	BHC