

# NHS Friends and Family Test 2023

August 2023

Q: Please can you tell us why you gave your answer?

Free text question. There were 180 responses:

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2023-08-01 08:55:40

On time , and the nurse was excellent

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2023-08-01 10:14:54

Prompt, expert and friendly advice.

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2023-08-01 10:40:40

A lovely nurse made my little girl feel very comfortable for her injections .

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2023-08-01 11:30:35

DR very good and kind. Receptionist very pleasant . Really I have know problems.

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2023-08-01 14:36:46

Good communication from my GP

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2023-08-01 17:33:27

I have had a blood test to I can get onto a weight loss program and have the drub Ozempi. The doctor that called me didn't know why I had the test and didn't know what it was all about so I am no further forward and it's been going on for 6 weeks now. I am prepared to pay for it I just need a prescription and be sure it's ok to take with my blood pressure medication which is making me put on weight

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2023-08-01 19:06:26

The medical staff are all excellent however the reception staff are sometimes unhelpful and curt. People genuinely requiring assistance are sometimes simply turned away.

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2023-08-01 19:08:46

Nurse Sally was helpful with my questions and carried out my appt with kindness.

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2023-08-02 07:18:54

Always prompt service. Communication is always with care and understanding

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2023-08-02 07:44:36

Just no concern or even investigated a matter I raised while at the consultation. I thought doctors weee suppose to look at concerns raised?

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2023-08-02 08:17:10

Very pleasant staff

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2023-08-02 08:31:51

Arrived early and seen straight away,nurse lovely

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2023-08-02 09:14:24

Nurse was very efficient

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2023-08-02 09:18:46

I saw Dr Hodgkins yesterday and she couldn't have been more thorough.

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2023-08-02 09:36:43

I saw 3 doctors (locum and 2 trainees) they were all excellent and showed care and attention. It seemed that nothing was too much trouble. The receptionist I spoke with, on the other hand, was not so positive. She seemed quite grumpy and negative, despite me being polite and courteous

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2023-08-02 10:08:23 It  
never happened

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2023-08-02 10:32:07

As usual nurse Angela was lovely and efficient.

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2023-08-02 13:53:34

Angela the nurse was considerate to my needs

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2023-08-02 14:48:18

Dr Christie friendly and competent .Waiting for a referral to a Dermatologist

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2023-08-02 14:52:28

Efficient call- phoned at the right timeframe, was quick and easy.

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2023-08-02 15:01:23

Managed to fit me in same day which was brilliant

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2023-08-02 15:11:20

Sister Volpe is superb

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2023-08-02 15:36:11

Sister Volpe was a major motivator for me to lose weight

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2023-08-02 15:46:11

Very friendly and professional understood my needs, made me feel welcome xx

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2023-08-02 16:14:19

Efficient , sensitive , clear and helpful practitioner

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2023-08-02 17:02:42

Dr Zamir is always an excellent listener, very observant and takes sensible action to problems. I feel very fortunate to have such an excellent doctor.

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2023-08-02 17:03:30

I was seen by Dr Hodgkins who was very comprehensive with the treatment.a

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2023-08-02 17:20:35

Polite and well mannered. Appreciated the attendance notifications.

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2023-08-02 19:40:02

My telephone appointment covered all the problems I wanted to discuss without ever feeling rushed.

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2023-08-02 21:30:55

Dr listened was happy to refer me on

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2023-08-03 08:45:59

The receptionists are always very friendly and attentive. The locum doctor I spoke to was thorough and identified areas to look into when discussing my results. I would rate it as 'good' and not 'very good' as waiting times for appointments are very long. I have not spoken with my practice doctor for over a year because the waiting times are often over a month for an appointment.

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2023-08-03 15:45:53

Medical staff are all friendly and knowledgeable

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2023-08-03 21:24:15

Staff were professional, courteous and prompt.

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2023-08-04 08:32:11

All friendly and helpful

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2023-08-04 08:56:21

I needed a specific nurse appointment to remove stitches within a short timeframe and this was accommodated

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2023-08-04 09:15:37

No wait, friendly efficient staa

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2023-08-04 10:31:59

Prescription was not completed as promised by GP and meant wasn't ready at pharmacy and I had no medication. Needed following up with phone calls etc

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2023-08-04 11:52:05

I saw my doctor within an acceptable timeframe and a reference made for further assessment of my condition.

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2023-08-04 12:00:29

On time efficient and friendly

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2023-08-04 15:55:20

Generally excellent. Long waiting time for non urgent appointments.

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2023-08-04 16:33:52

Wanted to bring my details up to date.

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2023-08-04 18:16:20

Was seen quickly. Reception, doctor and pharmacy were all friendly and efficient

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2023-08-05 07:38:33

Sister Sally was very easy to talk too, and my situation was handled well.

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2023-08-05 10:11:26

Efficient and convenient

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2023-08-05 11:20:42

Because it always is

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2023-08-05 12:56:16

The nurse who took my bloods was so gentle and kind. Very impressed with how quickly I was phoned and seen. Thank you so much!

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2023-08-05 15:27:52

Good kind and efficient

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2023-08-05 20:56:44

Very efficient nurse

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2023-08-06 04:46:35

Apt on time , doctor polite & very nice- only downside is parking as usual

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2023-08-06 12:46:30

Excellent service as usual.

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2023-08-06 13:06:38

Friendly staff and Fantastic with children. Angela was brilliant when my son was having his preschool vaccinations!

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2023-08-07 16:38:16

Prompt and professional

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2023-08-08 07:37:26

Prompt, courteous and professional.

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2023-08-08 10:17:53

Diabetic nurse Tracy us always helpful and pleasant

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2023-08-08 12:26:46

Telephone appointment followed up after I had missed the original call. Demonstrates commitment. Thanks.

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2023-08-08 16:12:28

A prompt and very worthwhile appointment - no time constraint. Invariably the members of the practice are understanding and helpful , providing a high standard of care in a professional manner.

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2023-08-09 11:16:03

Very helpful

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2023-08-09 15:05:34

Appointment on time. Waiting area tidy with informative videos for patient information & education. Professional service Staff professional.

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2023-08-09 15:41:52

As always excellent tel consultation with Dr Degnan. He takes time to listen to the prob and v helpful and supportive.

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2023-08-09 17:20:57

Excellent service

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2023-08-09 17:48:06

The nurses that attended to me today was extremely supportive and professional at all time and there timing was excellent.

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2023-08-10 08:23:24

Good communication and on time appointment

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2023-08-10 09:46:26

Always get great treatment and advice

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2023-08-10 10:59:52

Helpful friendly service. Offered the first available appointments suitable to my needs.

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2023-08-10 11:26:55

Very helpful and tactful advice where needed!

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2023-08-10 15:26:04

Easy to book an appointment, and dépité my vague request, it was all dealt with efficiently. The nurse practitioner was excellent

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2023-08-11 09:06:59

Very helpful

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2023-08-11 10:09:07

The staff are always lovely and helpful and are as understanding as they can possibly be.

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2023-08-11 13:44:28

On time

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2023-08-11 14:47:46

Friendly Practice Nurse. Attended to comfort and a caring lady.

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2023-08-11 16:24:35

I didn't understand the reason for the call before or after it happened. It was meant to be a review of my medication, but I didn't feel that's what we had. I advised of a tablet I no longer take, but nothing else of any substance was discussed.

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2023-08-11 18:04:02

I appreciated someone phoning me to check my prescription. They were kind and helpful.

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2023-08-12 10:13:47

Good service as usual

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2023-08-12 11:25:27

Karen was kind, efficient and a good nurse

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2023-08-12 12:06:20

Seen by my doctor (Degnan) the same day followed up by Tracy and Karen, all excellent, plus excellent receptionist.

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2023-08-12 12:40:05

Never had a problem with appointment times , Doctors , nurses , receptionists are all charming and professional as you would expect .

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2023-08-12 18:48:44

Always friendly and helpful

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2023-08-13 08:59:41

It is extremely reassuring that symptoms are really listened to and then cross checked to personal data records without being rushed.

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2023-08-13 22:07:32

The surgery has improved significantly in the last months. Everyone in all areas is happy to help and keen to find a solution to issues. Also good team work. Well done.

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2023-08-14 11:35:45

A medicine review visit - very prompt, very efficient, very pleasant, listened to everything I said and gave very good advice. Excellent way for patients to receive a service without having to take up GP time for something routine. The Pharmacist was Kevin and full marks in every way.

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2023-08-15 08:35:57

The nurse had time to listen. Prompt appointment

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2023-08-15 09:12:04

Because this is my opinion!

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2023-08-15 09:19:10

All very good but have to wait far to long to get an appointment with your doctor.

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2023-08-15 09:25:29

Always prompt with appointment time and doctor put my mind at rest

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2023-08-15 09:52:57

Dr Zami is always friendly helpful and gets things done.

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2023-08-15 14:47:10

As very prompt service and doctor allways very helpfull and csreing

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2023-08-16 08:23:52

Efficient and friendly as always

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2023-08-16 08:48:24

Overall an informative and helpful consultation. All staff were efficient and polite.

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2023-08-16 09:48:01

They were good!

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2023-08-16 11:53:26

Only because I am rarely in contact with you. My fault .... but I'm only just now getting to grips with internet. Also lack of confidence means I dare not disturb you. BUT I do need you .... so much for support. Cos I'm bonkers!!

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2023-08-16 13:07:46

Helpful. , informative staff

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2023-08-16 15:14:22

They have time and make you feel cared for

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2023-08-16 15:14:22

They have time and make you feel cared for

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2023-08-17 09:04:55

Doctor Christie was very helpful and answered all my questions and concerns.

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2023-08-17 10:06:05

Dr Degnan was nice and he listened to me.

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2023-08-17 10:06:06

Dr Degnan was nice and he listened to me.

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2023-08-17 10:41:06 A

superb gp

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2023-08-17 12:00:23

Kind ,considerate,friendly and easy to talk to

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2023-08-17 16:03:00

Because as usual my Doctor listened to me and acted on what was said. She is wonderful! Other Doctors at the surgery haven't been so helpful and I have felt let down in the past.

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2023-08-17 16:27:20

Quite punctual (within a few minutes) and confident consultation

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2023-08-17 19:35:07

I can't fault the staff and their commitment

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2023-08-18 08:57:42

Excellent Doctor and advice given

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2023-08-18 08:58:18

Everyone is very helpful and friendly

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2023-08-18 10:10:01

It is consistently good . I am well impressed with the care I get. Also all the staff are lovely x

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2023-08-18 11:35:44

I was dealt with very professionally at all times by highly competent staff in the clinic

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2023-08-18 13:27:15

Got through on time and the nurse was very good

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2023-08-18 15:05:44

Patience

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2023-08-18 18:13:39

The usual efficient service.

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2023-08-19 07:06:21

Quick and efficient

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2023-08-19 10:52:10

Always offer a good service and go out of there way to help in anyway they can.

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2023-08-19 15:28:37

Prompt response

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2023-08-19 16:00:32 Effective  
and efficient.

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2023-08-19 17:01:08

The doctor was so kind and understanding after my painful fall

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2023-08-20 08:03:59

Pharmacist called the wrong number so no interview occurred

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2023-08-20 12:09:27

Obvious

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2023-08-20 15:27:18

Helpful and efficient as ever.

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2023-08-22 07:47:28

Call came in in the allocated time slot. Gentlemen was lovely and friendly to talk to. Made you feel he really cared and you weren't just a number.

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2023-08-22 10:00:06

GP telephone call was on schedule

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2023-08-22 11:04:44

As I had no problems

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2023-08-22 11:46:19

Listened carefully & actioned accordingly

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2023-08-22 11:49:31

Good meeting but quite a long wait to get an appointment

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2023-08-22 11:55:30

A prompt and efficient service as always.

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2023-08-22 12:57:06

The care and attention I receive is top class and all staff are really professional and approachable.

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2023-08-22 14:55:13

The doctor obviously hadn't read my notes and was unaware of my long-standing diagnosis, the treatment protocol I've been following, seemed rather dismissive and disbelieving of my diagnosis. No prescription was issued, no concern was shown for the significant pain and disability I suffer from not receiving muchneeded treatment, and I have to now wait until Thursday or Friday to discover whether or not I will be issued a prescription. So, not the best experience for a new patient.

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2023-08-22 16:29:43

Dr Degan went out of his way to address my concerns and was able to ascertain solutions. Excellent attention.

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2023-08-22 19:06:47

I was delighted to be offered a face-to-face appointment for the first time for several years and to finally meet my allocated doctor who has been in post for a number of years.

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2023-08-22 19:12:30

Amazing staff. My call was rescheduled due to poor signal and it was quick and efficient. Nurse Sally was so helpful, knowledgeable and kind

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2023-08-22 20:08:34

Efficient, professional, and caring

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2023-08-23 08:04:12

I was seen promptly by Kevin who went carefully through my prescriptions with explanations. He asked me to arrange for a blood test and the nurse saw me 20 minutes later. Excellent.

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2023-08-23 09:12:41

Informative

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2023-08-23 10:32:22

Good experience

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2023-08-23 11:34:32

Such helpful staff who all go above and beyond to help. Much appreciated.

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2023-08-23 11:56:42

I phoned for an appointment following a text asking me to do so. When I did there were non available or planned

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2023-08-23 13:45:35

No continuity. Next appt another doctor in another months wait. Now 4.5 months and no real progress!

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2023-08-23 13:54:51

Appt given on a day when I could get a lift although it is in 3 weeks time .

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2023-08-23 14:53:16

Friendly, professional and reassuring as always

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2023-08-23 14:54:41

Cheerful, caring staff very efficient

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2023-08-23 15:00:29

Very reassuring to see my GP face to face and tell her my concerns and seek her opinion.

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2023-08-23 15:13:40

Nurse Karen/Very Good/Attentive/Professional

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2023-08-24 08:52:44

On this occasion I received a proactive appointment. Was seen promptly and the person dealing with me was efficient yet thorough

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2023-08-24 09:37:09

Everybody at the surgery was friendly, caring and helpful

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2023-08-24 09:51:38

Kevin was very thorough and gave me good advice

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2023-08-24 12:07:41

Friendly and staff go out their way to help

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2023-08-24 12:19:05

I was given the time to fully discuss my concerns and an MRI scan was fully explained in a longer appointment which was extremely helpful.

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2023-08-24 13:29:41

Nurse Karen Gibson was very efficient and patient.

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2023-08-24 14:19:57

I went to have an injection but after voicing a concern the nurse asked the doctor to have a look and he did immediately.

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2023-08-24 15:33:20

Speedy follow up with nurse for bloods. All prescriptions required managed in a single appt.

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2023-08-24 16:50:29

As always- friendly, professional and reassuring

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2023-08-24 17:36:40

Exceptional knowledge and support offered

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2023-08-24 18:01:44

Always a caring service

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2023-08-24 18:06:58

Friendly and efficient, the Doctor organized further treatment promptly.

2023-08-24 18:09:10

Lovely nurse caring and helpful

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2023-08-24 20:12:35

Good today as I had to wait an hour for my appointment.

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2023-08-25 08:35:22

On time , friendly welcome and an overall good experience

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2023-08-25 09:12:56

Punctual, very friendly & following advice from the nurse, a F2F appointment was made to see the doctor.

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2023-08-25 09:33:05

Very prompt and helpful staff

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2023-08-25 11:42:52

Immediately seen and very helpful consultation,very much put you at ease

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2023-08-25 12:10:09

The doctor was very helpful and considerate but then the agreed actions just didn't happen. Was a waste of time and delayed any progress in resolving my condition.

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2023-08-25 13:15:11

Professional but friendly

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2023-08-25 14:14:36

My GP Dr Zamir was very thorough and put into motion referrals for scans immediately . Her advice is invaluable and her pro active approach very welcome . Cannot praise her enough.

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2023-08-25 14:44:40

The Practice Nurse who took a blood sample was very professional, no pain and very quick.

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2023-08-26 10:14:45

Personal attention from Dr. Dagnan.

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2023-08-26 14:59:08

Excellent GP. Grumpy and rude receptionist (despite me being polite and respectful)

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2023-08-26 15:22:54

Dr Degnan was, as always, kind, professional and helpful. He offered me his support in my present situation . I appreciate this .

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2023-08-26 15:39:28

Nurse Karen, Experienced Caring Helpful Dedicated Good communicator A very good addition to our practice. Thank you.

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2023-08-26 17:27:01

I was listened to and given ample time to explain my problems. Dr Willis also took the time to explain everything I asked of him.

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2023-08-26 20:04:36

I cannot fault this surgery. All the staff are friendly and helpful. I have the most understanding and supportive GP that I have ever had, and he listens to you rather than just brushing your concerns off as insignificant. I am so pleased that we registered with this surgery.

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2023-08-27 05:24:00

Appointment was on time & very professional

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2023-08-28 08:25:25

Had time with Dr Degnan to cover questions re latest health issue

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2023-08-30 08:52:16

Helpful efficient and friendly and convenient location

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2023-08-30 13:40:18

Nurse was very nice and punctual yet took her time with my appointment

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2023-08-30 14:50:09

I was seen promptly and courteously.

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2023-08-30 15:57:17

Always friendly service

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2023-08-31 08:52:43

Good service

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2023-08-31 12:12:13

Very good care

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2023-08-31 12:33:19

Helpful

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2023-08-31 13:32:02

Usual efficient and pleasant service

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2023-08-31 14:26:32

The nurse was flustered and did not seem in control of the situation. B12 was administered with a certain amount of difficulty. The blood test which had also been booked for the same time, however, was not on record. She said 10 minutes was not sufficient and time to do both. When pressed she agreed to do the blood test but failed having tried both arms. She seemed even more ill at ease and lacking confidence in carrying out a routine

procedure. Apologies were proferred but the whole experience was very stressful and left me very anxious. As a result I have had to book another appointment which is normal available until the 6th. I would not want another appointment with this nurse. Reception have booked me in with someone capable of carrying out the procedure. Let's hope next Wednesday is less of an ordeal.

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2023-08-31 15:21:13

Quick professional and the new sister is very pleasant

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2023-08-31 15:54:15

Good care given & advice .