

NHS Friends and Family Test 2023

March 2023

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

Free text question. There were 307 responses:

2023-03-01 08:26:40

Long wait for a phone appt which was inappropriate anyway. And the doctor was clearly annoyed, presumably with me. Now I have another long wait for a face to face appt.

2023-03-01 10:07:29

Excellent treatment and support.

2023-03-01 10:27:35

An excellent service provided by caring, professional staff. Faultless.

2023-03-01 10:58:51

Helpful, friendly and timely

2023-03-01 13:23:05

Very helpful and friendly nurse.

2023-03-01 14:56:02

Nurse Sally is always so kind and caring - I came in yesterday for a routine smear test and she put me at ease straight away. Sally explained everything clearly & carried out the test quickly without making me feel rushed and I was in & out of the surgery within 10 minutes. Thank you Sally.

2023-03-01 15:45:48

Fantastic care. Doctor and nurse were caring and made me feel very comfortable. Treatment went smoothly. It was a pleasure to have students present. I wish them well for the future

2023-03-01 18:38:31

Always polite and respectful

2023-03-01 19:06:46

The nurse was lovely , very approachable and easy to talk to.

2023-03-01 19:46:40

Always friendly and helpful

2023-03-02 10:34:52

Dr Christys was excellent

2023-03-02 10:37:48

The usual excellent service from friendly staff.

2023-03-02 11:22:30

Everything went perfectly to plan

2023-03-02 11:33:13

No waiting treatment was excellent

2023-03-02 11:43:01

Good outcomes from my review

2023-03-02 11:53:28

On time

2023-03-02 12:04:25

Very good care and service

2023-03-02 12:48:00

Michael was efficient and amazing after 3 days of pain .. i am now on the mend. After never going to doctors for years this was simple and easy experience with advance knowledge about me as patient.

2023-03-02 16:31:10

Comprehensive, clear and caring. Tone right too.

2023-03-02 17:38:19

He was friendly and professional in his work

2023-03-02 17:39:48

He was friendly and professional in his work

2023-03-02 17:53:14

Prompt. Went in on time. Lovely nurse Rachel.

2023-03-02 18:45:30

Very positive consultation with clear outcomes and ongoing objectives.

2023-03-02 19:15:26

Well informed, helpful.

2023-03-02 19:34:35

I needed to have a dressing and arrangement were made for next day. Also subsequent appoints have been made. The nurse who administered the dressings was friendly but in a professional manner

2023-03-03 10:59:16

Although I waited several weeks for a consultation, the care and consultation were good. Initially seen by two experienced junior doctors.

2023-03-03 11:15:31

Always long waiting time, never ever are appointments on time

2023-03-03 11:45:50

I felt very well taken care of - the care was professional, reassuring, and kind.

2023-03-03 12:37:04

Pharmacist said needed see gp in which did have appointment only to be told go away and come back next week if not resolved

2023-03-03 16:32:39

Dealt with promptly with prescription and appointment made for check up and to alleviate my concerns.

2023-03-03 19:14:29

Felt listened to, sympathetic and was offered solutions.

2023-03-03 19:55:49

I am needle/ blood phobic and all went smoothly thanks to Carol

2023-03-04 13:37:29

Quick response and efficient extremely pleasant sister I am highly satisfied

2023-03-04 14:39:08

Doctor was one of the best I've ever seen, so attentive and willing to help and listen

2023-03-04 17:03:23

Quick response and changes made to medication.

2023-03-04 17:56:24

Because they always give good service

2023-03-04 19:11:34

Always given the upmost care and time

2023-03-05 23:48:48

Because the doctor and two medical students were so thorough, caring and easy to talk to.

2023-03-06 13:37:13

Rachel was punctual, very gentle but efficient. Excellent experience.

2023-03-06 21:00:10

No problems with the receptionist and booking my appointment, excellent service. However, the telephone appointment with the doctor felt rushed and was by no means reassuring. I felt like I was rushing to say what I had to say. Furthermore, the doctors telephone audio quality was terrible and I was confused by his questions. It seemed like he had no sense of urgency about my health problems, despite the fact they are causing me daily discomfort. I left the appointment feeling worse and totally confused about the next steps. He explained he would speak to a urologist and let me know without saying when or how. I only ever submit a review like this when I feel that there is genuinely bad service. I will be requesting to see another doctor next time.

2023-03-07 09:47:18

On time friendly nurse

2023-03-07 10:00:15

Excellent doctor, easy to talk to.

2023-03-07 10:17:39

Helpful and professional staff. Great practice nurse (Rachel) - friendly, informative and reassuring

2023-03-07 10:19:25

Excellent advise, very caring

2023-03-07 10:27:37

Appointment made by text. Punctual service. Very friendly - I was seen by Rachel, the nurse. Quick and painless appointment.

2023-03-07 10:28:24

Student doctor was very thorough and helpful

2023-03-07 12:59:03

Simple check in process. Seen quickly for routine blood test and dealt with professionally.

2023-03-07 13:33:13

Dr Zamir is thorough and always gives you the time that's needed.

2023-03-07 14:44:57

Lovely, caring medical student in training. Made sure advice given was from the doctor. Happy with consultation.

2023-03-07 15:01:44

Dr Degnan listened to me, treated me respectfully and patiently and supported me with when my Long Covid neurological problems affected my communication during the appointment.

2023-03-07 15:39:19

On time, courteous, knowledgeable and professional.

2023-03-07 16:06:10

Professional, Friendly and we have an action plan. Only issue is the delay but you have that everywhere at the moment due to worker shortage. Thank you.

2023-03-07 16:28:59

Procedure exactly as explained, very efficient and very friendly doctor and nurse.

2023-03-07 17:45:57

Dr or actually medical student phoned when advised and rang back with what was required

2023-03-07 18:51:28

Friendly and professional

2023-03-07 19:35:31

Sally wasted questions and explained options and next steps.

2023-03-07 20:23:53

Professional, efficient and competent treatment. A very pragmatic service. I also felt completely at ease and in safe hands. Thank you

2023-03-07 22:08:40

Was contacted at the appropriate time, and the nurse did not rush the phone appointment. I felt listened too.

2023-03-08 09:54:56

Excellent response and understanding from Dr Degnan followed by very rapid treatment arranged by Janet A1 result

2023-03-08 09:59:35

Prompt time of the call. Interest shown by Kevin. Proactive nature of his responses.

2023-03-08 10:47:22

The doctor was lovely (1st meeting) & thorough. The appointment was also on time. I didn't need to talk to reception as I checked in onscreen

2023-03-08 12:13:03

Kevin the clinical pharmacist has a lovely pastoral manner and he listened attentively to me and we agreed a wise way forward on my medication which has been adjusted by mutual agreement.

2023-03-08 14:45:13

Friendly helpful

2023-03-08 15:14:04

Consultation was helpful and positive

2023-03-08 16:02:21

Because the Doctor was very polite and helpful

2023-03-08 16:06:16

Good nurse

2023-03-08 16:13:52

The phone call was a bit late but the rest was really helpful

2023-03-08 17:45:45

Efficient. Friendly. Clear explanation from doctor.

2023-03-08 18:30:38

Useful conversation.

2023-03-08 19:45:50

Because I believe it to be true!

2023-03-08 22:32:04

Everyone at the surgery shows a total commitment to the care of patients. No one could ask for more

2023-03-09 11:04:34

The blood extraction was carried out speedily and efficiently by Mrs Gent. The appointment was carried out at the appointed time.

2023-03-09 11:14:23

Very clear and well explained

2023-03-09 11:59:41

Prompt and efficient

2023-03-09 12:16:13

I felt very rush and not listened too

2023-03-09 12:30:19

Doctor and Trainees extremely, polite , helpful and very prompt and parking was easily achieved which is normally a problem particularly to those of limited walking ability.

2023-03-09 12:35:42

I still hadn't received a phone call 2 and a half hours after my 12.30pm 'approximate' phone appointment time given. I couldn't stay by the phone any longer as I have a job where I can't use it. So I had to cancel my appointment. I understand the timing given is approximate, but did think it'd be a reasonable time window either side of the allotted time.

2023-03-09 13:39:22

All aspects ran efficiently, doctor excellent, all in all very good. shame about the weather! Thanks

2023-03-09 15:13:53

Sister Nock diabetes nurse top class explains very well

2023-03-09 16:02:27

Always very efficient

2023-03-09 16:15:06

Extremely Professional & helpful

2023-03-09 16:18:40

I received immediate care, an ecg and a consultation with the doctor in the surgery

2023-03-09 17:23:16

I have always managed to get an appointment or callback when I have had health related concerns. Staff are helpful and polite.

2023-03-09 17:39:34

Very friendly and helpful

2023-03-10 10:28:26

Pharmacist was very helpful and informative.

2023-03-10 11:07:51

On time & straightforward. Pleasant staff.

2023-03-10 11:10:26

Experience was good appointment was on time

2023-03-10 12:32:59

Because it was not just very good, it was excellent!

2023-03-10 15:50:25

Promptly seen and very thorough

2023-03-10 16:00:14

Nice, professional, understanding and a clear plan how to move forward

2023-03-10 16:17:31

Most importantly Dr Zamir was very thorough and compassionate. A bonus was my appointment was on time. Important as I get very uncomfortable sitting for a length of time. No Disabled Parking spaces left today. Waiting room seating was not very comfortable for me with my Disability.

2023-03-10 16:31:16

Angela was efficient and gentle. Good experience.

2023-03-10 17:07:32

The surgery are as helpful as possible within the constraints of the numbers they are dealing with. My pharmaceutical queries were all answered but I'm unsure why I have a new appointment message for next week.

2023-03-10 17:12:19

The follow-up care that I am receiving is very caring and kind. The doctors are professional, empathetic, and warm.

2023-03-10 17:55:04

This was a complete waste of time. After suffering from a heart attack I was told to book an appointment.. I saw my so called Doctor, who in my opinion hadn't got a clue what he was doing. Just looked at the notes. No heart check or blood pressure check. I could have read the notes myself and spent the time doing something more constructive. I would like to change my so called Doctor.

2023-03-10 20:17:29

I told the trainee my problem so she could consult with my doctor. She promptly phoned me back with advice My antibiotics were ready to collect the following day as my consultation was late in the day. Chemist closed.

2023-03-11 09:00:03

Nurse was efficient, knowledgeable and helpful in advising on another issue

2023-03-11 10:19:29

Had a phone consult Dr was very good explaining things very clearly and I found advice very good

2023-03-11 12:14:20

I've been very pleased with all the help you given me. Thank you.

2023-03-11 12:28:05

You give a really good service

2023-03-11 16:56:22

He was careful and helpful and was also kind

2023-03-11 17:37:47

Reception were extremely helpful and nothing too much bother

2023-03-11 17:45:53

Very efficient and always resolve my problems

2023-03-12 11:46:39

Doctor

2023-03-12 11:50:51

Dr Hodgkins listened carefully to me. Showed empathy along with a strategy to support me Thank you

2023-03-12 17:36:46

On time, kind & friendly attention with good efficiency.

2023-03-13 08:28:34

Appointment was promptly answered. Staff were friendly and professional.

2023-03-14 09:20:36

Prompt appointment

2023-03-14 09:27:07

Very rushed consultation,rather felt I had troubled you, yet in fact I rarely visit the surgery. No time to talk.

2023-03-14 10:51:59

I find my doings with the surgery satisfactory.

2023-03-14 12:25:44

Rachel was careful, hygiene was good. Kind and efficient .

2023-03-14 12:53:10

Needle was not as sharp as previous

2023-03-14 13:14:48

RR is a brilliant nurse!

2023-03-14 14:19:00

Saw the GP face to face, which was a very good experience. Dr Zamir was helpful and understanding.

2023-03-14 14:57:02

Excellent treatment and advice

2023-03-14 15:07:00

Very pleasant nurse who listened to me.

2023-03-14 16:16:00

Excellent service

2023-03-14 17:08:40

This was my very first experience using Campden Surgery, and considering the sensitive nature of the call, Sally put me at ease and gave me advice and sorted a prescription very promptly.

2023-03-14 17:59:44

Super friendly nurse and prompt service.

2023-03-14 18:55:16

Telephone appointment preferred option. Follow up appointment to see any improvement

2023-03-14 19:04:58

Dr Zamir "Rocks" - she is an ace doctor

2023-03-14 19:24:57

I don't like the hoops one has to go through to get an appointment. I also find appointments 6 weeks away ridiculous,

2023-03-14 19:39:24

Very friendly staff but a disconnect between what's on their system and what should be on it.

2023-03-14 21:00:50

I like my doctor. But as always you wait long to be seen then feel rushed when in the room.

2023-03-15 03:42:11

Telephone consultations have been prompt and well considered.

2023-03-15 07:25:28

Very helpful and friendly

2023-03-15 08:52:04

Helpful and friendly

2023-03-15 09:06:55

A very efficient & friendly 'service'.

2023-03-15 09:28:45

Nurse sorted problem with medicine. Doctor very supportive.

2023-03-15 09:37:57

The nurse was very thorough and helpful

2023-03-15 09:39:03

Rachel is just brilliant.

2023-03-15 10:06:23

Everyone was helpful - reception, and particularly the doctor. I felt totally relaxed

2023-03-15 11:03:43

On time. Friendly. Professional.

2023-03-15 11:52:54

Prompt appt and excellent consultation with GP

2023-03-15 12:54:01

Quick and friendly nurse

2023-03-15 13:30:04

Dr Hodgkins was efficient, friendly and I was made to feel at ease. Informative when required and on time.

2023-03-15 14:10:22

I have been coming to the Surgery for 2 weeks to have a dressing changed and have always been dealt with in a friendly but professional manner

2023-03-15 14:14:53

Very welcoming from the Doctor and receptionists made me feel at ease and very helpful with my needs.

2023-03-15 16:05:36

Seen on time by very pleasant Doctor

2023-03-15 16:50:08

I had a cyst removal from my head. Every stage of the process was clearly explained. I felt at ease all through the procedure. I have felt no after effects and would highly recommend this procedure to be carried out at the surgery. Excellent service.

2023-03-15 17:49:45

Efficient and expert service in a caring environment

2023-03-15 18:31:10

My appointment was on time and was very thorough but relaxed and reassuring

2023-03-15 19:02:42

Efficient, highly professional, friendly, just kept waiting for 5 minutes which was no problem.

2023-03-16 09:21:19

Polite nurse on time very pleasant lady and excellent patient approach and manner . Made me feel very much at ease.

2023-03-16 09:40:18

The nurse was excellent. Could not make the booking in screen work.

2023-03-16 09:46:39

GO was very clear, friendly and engaging

2023-03-16 10:11:08

Always gone out of there way to help me. Lovely surgery

2023-03-16 10:16:15

He was friendly and professional in his work

2023-03-16 10:55:29

Rachel is amazing at giving emotional support as well as plenty advice on wound care she makes me feel safe

2023-03-16 10:59:38

Fast, efficient and friendly experience

2023-03-16 11:58:25

Excellent call with Clinical Pharmacologist re medication yesterday. (Kevin)

2023-03-16 12:45:40

I came for a vaccination and nurse Angela was very polite and efficient and dealt with the vaccination promptly. The whole consultation took only a few minutes.

2023-03-16 13:25:20

Very prompt and excellent service

2023-03-16 16:07:47

Polite on time felt not rushed

2023-03-16 19:57:24

As always, nice, caring people

2023-03-17 08:52:07

Appointment on time Given good clear information on my Appointment

2023-03-17 09:20:12

Receptionist was very understanding. And Doctor called me back very quickly.

2023-03-17 09:29:27

Friendly and professional

2023-03-17 09:40:01

Automatically called for my yearly update.

2023-03-17 09:41:15

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2023-03-17 10:36:54

Angela was punctual, kind and efficient.

2023-03-17 11:51:06

Because it was very good

2023-03-17 12:33:24

Friendly and efficient

2023-03-17 12:54:23

All the staff at the surgery from the receptionists to medical staff and doctors are polite helpful and knowledgeable

2023-03-17 15:53:30

Very efficient and prompt

2023-03-17 16:30:44

The whole process was very clear, and communicated very well.

2023-03-17 16:41:54

I was very pleased with the treatment I received particularly from the GP.

2023-03-17 16:56:20

Nurse was very nice but did not have full info from GP on tests to be carried out.

2023-03-17 17:46:23

Excellent receptionist, problem swiftly sorted and 2 fab trainee doctors!

2023-03-17 18:34:28

Very good service

2023-03-18 09:16:43

The nurse that I saw was very understanding about my huge phobia of needles

2023-03-18 10:04:05

Dr Degnan is always efficient and a good listener

2023-03-18 11:11:53

Always very helpful. Thank you.

2023-03-18 12:15:06

Vgood and quick appointment. Nurse Rachel excellent

2023-03-18 12:37:50

Receptionist refused to give me an appointment and told me I probably have a bug

2023-03-18 12:47:25

Print. Friendly. Professional

2023-03-18 12:51:10

Prompt professional.

2023-03-18 13:47:59

The nurse (Rachel) was very friendly, welcoming and helpful. She didn't rush the appointment, listened to what I said/asked and took actions to help regarding access to my test results via the NHS app and my lisinopril medication. It is a shame she is leaving!

2023-03-18 16:00:13

My question was answered and further action arranged.

2023-03-18 18:02:01

Dr Degnan was very helpful, he knows his stuff and has a very pleasant manner.

2023-03-19 08:07:13

The receptionist and dr were so kind to to me, and my situation. They made me feel comforted and reassured and I can't thank them enough. They both went above and beyond.

2023-03-20 12:12:28

Seen on time.The nurse was easy to talk to, efficient and effective.

2023-03-20 15:31:04

Very satisfactory result

2023-03-20 15:33:03

Was seen only a couple of minutes past scheduled appointment time....first time ever that I haven't had to wait for ages.

2023-03-21 10:06:08

Better parking facilities required

2023-03-21 10:46:45

I spoke about everything that was necessary

2023-03-21 10:55:31

I was seen on time by a very nice and efficient nurse

2023-03-21 11:24:26

Expert advice and treatment. The doctor and practice sister were kind and caring giving me reassurance and peace of mind. Thank you.

2023-03-21 11:33:26

Efficient but long wait for a 2 minute consultation.

2023-03-21 12:09:11

Excellent help and advice following an immediate response

2023-03-21 12:42:39

Seen and treated quickly

2023-03-21 13:03:28

Excellent help, treatment and advice.

2023-03-21 13:36:59

Very friendly and attentive staff as always

2023-03-21 13:37:44

Reception staff do not do what you asked of them

2023-03-21 15:20:51

Doctor Matthew very good made me feel at ease

2023-03-21 16:34:30

Dr Degnan listened to my issues not staring at a computer with little later established in me. An true example to all GPs.

2023-03-21 16:45:53

Unfortunately I've had to call and visit the surgery a number of times recently. Reception have been very kind and helpful and Dr Degnan very thorough regarding my symptoms and also understanding of my concerns.

2023-03-21 16:49:51

Got a call back very quickly and got an appointment for on the same day. Dr Degnam was very lovely, kind and caring and looked after my daughter extremely well.

2023-03-21 17:42:46

Helpful and efficient

2023-03-21 19:00:48

I was seen at very short notice - in fact there was no available appointment so I was squeezed in. I saw two students who were supported by Dr Zamir and nothing was too much trouble. Thank you

2023-03-21 22:07:05

Although I struggled to get a face 2 face appointment in the last 2 months, the recent appointment (face 2 face) was very constructive.

2023-03-21 22:17:58

Doctor I spoke to was very clear and decisive. Felt confident she was doing the best for me.

2023-03-22 09:06:45

I would rather you invest your time in delivering a proper face to face timely GP service rather than these meaningless surveys and stop hiding behind the convenience of outdated and pointless COVID protection measures. Nor do I consider your proposed move of the surgery to the edge of the town to be progressive.

2023-03-22 10:10:13

We were told on the phone to take our passports to the surgery to confirm our change of address to 500mts down the road...this was not so when I called in I was given a Registration form and health questionnaire...my husband called into the surgery to question this. He was told we did not need to fill in these 12 pages of questions and was not asked for his passport. We have been with the surgery for 41 years and do not need to re register. Such a waste of time and paper. Also I am not pleased that the surgery keep trying to change my prescription for Zopiclone

2023-03-22 12:42:55

Very helpful

2023-03-22 13:32:32

Nurse was very helpful. Needed medication and this was prescribed by doctor immediately.

2023-03-22 13:49:29

I have only seen the nurse for an annual check-up. It seems that it's very difficult to get a face-to-face appointment with a Doctor.

2023-03-22 14:47:32

Reception very helpful , nurse really looked after me

2023-03-22 16:33:47

Efficient appointments and pharmacy service, very helpful face to face appoitment with GP

2023-03-22 16:43:19

Friendly and helpful as always

2023-03-22 16:50:42

Always friendly, professional and knowledgeable

2023-03-22 21:55:51

I phoned at 9am and had a phone call 20 minutes later with an appointment booked at 4.45pm. Superb service and very reassuring. Thank you

2023-03-23 09:37:22

Efficient, kind and helpful.

2023-03-23 10:39:21

The treatment was excellent and the nurse very friendly

2023-03-23 11:28:13

Thorough and efficient.

2023-03-23 11:43:04

They were kind and wonderful

2023-03-23 13:07:35

Prompt appointment time, easy check in

2023-03-23 13:51:13

Polite and helpful

2023-03-23 13:54:02

Very welcoming and helpful

2023-03-23 14:07:00

Just more than pleased with whole practice

2023-03-23 18:42:38

Very professional.

2023-03-24 04:46:12

The best surgery ever!!

2023-03-24 09:07:33

Kindly and efficient

2023-03-24 09:08:58

Prompt, kind and efficient

2023-03-24 09:21:26

Quick on Time

2023-03-24 10:16:31

Dr Zamir listened patiently & was able to sort out my problems efficiently & with empathy .

2023-03-24 10:59:04

The NHS is under enormous pressure. But the system is broken. Every one involved are doing their best. But that will never be enough until the system is fixed.

2023-03-24 11:25:10

Seen on time. Comprehensive consultation. Kind and sympathetic.

2023-03-24 12:31:22

Appointment was on time, staff friendly and helpful.

2023-03-24 12:54:34

The graduate Dr was friendly and accurate in her discussion. I am now awaiting for a follow up call from Dr Villarreal so we see if that will happen.

2023-03-24 14:04:01

I would have given very good. Only give it good as I had to wait 35 min longer for the call

2023-03-24 14:38:07

The service experienced is always very personal and useful. The waiting time for a doctors phone call however was over a month following a blood test - this would be the only area of improvement I would suggest.

2023-03-24 15:16:48

Efficient as always

2023-03-24 15:42:37

The nurse was very punctual. My stitch removed with no problem.

2023-03-25 10:03:55

Doctor very good reception staff still as always standoffish and rude

2023-03-25 11:20:44

Although I don't feel I can see a doctor easily- I have been able to get help in the end.

2023-03-25 12:53:50

Doctor was so helpful

2023-03-25 15:50:14

Excellent service as always

2023-03-25 16:57:03

The doctor couldn't apologize enough for keeping me waiting but he had an emergency so I feel that is a priority

2023-03-25 18:18:55

Nurse was fantastic, pity your receptionist staff aren't as pleasant, very dictatorial and at times rude.

2023-03-26 08:35:04

The nurse was first class and. The psa test was arranged as requested...Lisa on reception was most helpful...

2023-03-28 07:44:03

Swift, efficient and friendly service

2023-03-28 08:23:38

I saw the nurses exactly on appointment time. They were helpful and I have made a doctors appointment.

2023-03-28 08:50:45

Very efficient and friendly staff

2023-03-28 09:41:24

Sister Tracey excellent, kind and efficient. High praise

2023-03-28 10:10:28

Staff are polite, professional and prompt.

2023-03-28 11:23:06

Listened.

2023-03-28 11:24:34

Tracy is always very helpful

2023-03-28 13:43:14

I was given a telephone consultation only hours after I phoned the surgery

2023-03-28 14:51:50

Both sally and the receptionists were friendly, professional and welcoming (it was my first visit)

2023-03-28 15:02:27

Prompt call and understanding, excellent service

2023-03-28 16:25:34

Very helpful conversation with doctor and prompt response to treatment

2023-03-28 16:35:53

I think that it was excellent

2023-03-28 18:11:34

Very useful telephone feedback from Nurse Rachel regarding blood test. Helpful advice given.

2023-03-29 06:35:58

Blood tests have been in the clinic for over a year and they were only properly discussed with me on 27/3/23

2023-03-29 06:40:02

Prompt appointment excellent treatment

2023-03-29 08:02:46

Timely, helpful, friendly

2023-03-29 08:12:05

Call was on time, knowledgeable, kind and a great telephone manner.

2023-03-29 08:21:55

Efficient friendly and thorough. Many thanks

2023-03-29 08:44:55

Efficient, friendly and helpful.

2023-03-29 09:22:21

Impressed as it was quick and painless

2023-03-29 09:41:41

Angela was a lovely kind caring and compassionate nurse so made me feel extremely comfortable during my smear test.

2023-03-29 09:50:02

Blood test yesterday. Appointment was on time and nurse was cheerful and very pleasant.

2023-03-29 10:30:21

The doctor was very helpful

2023-03-29 10:43:06

All efficient but also in a friendly manner

2023-03-29 11:33:45

Quick appointment, waiting time acceptable in waiting room and good listening and advice from doctor.

2023-03-29 14:55:30

I had very good experience on the day and hope to hear some time re the results, as they weren't conclusive.

2023-03-29 15:09:15

Professional and efficient

2023-03-29 15:43:05

Friendly, efficient and informative

2023-03-29 16:18:49

Rachel gave me information we had a conversation and she made an action plan

2023-03-29 17:08:03

I didn't have to wait hardly anytime to get an appointment the Dr was very quick an professional couldn't ask for more

2023-03-29 17:52:52

Quick appointment to see Doctor who was very understanding and helpful

2023-03-29 18:32:55

I had an Asthma phone annual appointment and the Asthma consultation was excellent- and had very good care

2023-03-30 07:18:55

To encourage good service and show appreciation

2023-03-30 07:42:03

Professional, courteous and prompt

2023-03-30 07:42:51

Very pleasant nurse who gave me excellent advice and explained everything in detail so that I was clear on the advice given. Very good experience

2023-03-30 10:00:35

Everyone always very friendly, helpful and supportive

2023-03-30 10:04:25

Nice and easy and the doctor was great

2023-03-30 10:31:20

On time and efficient

2023-03-30 10:47:15

Friendly and professional

2023-03-30 11:20:21

Nurse efficient and helpful.

2023-03-30 11:32:26

Seen at short notice, dealt with efficiently and with a friendly manner.

2023-03-30 11:33:45

Appointment on time and nurse dealt with blood test efficiently

2023-03-30 12:02:36

Polite and helpful, as always.

2023-03-30 12:14:15

Very prompt appointment with Dr.

2023-03-30 12:15:12

Nurse appointment very quick , friendly .

2023-03-30 12:32:13

Appointment right on time . Nurse very polite & efficient .

2023-03-30 14:46:16

My problem was dealt with

2023-03-30 15:14:24

I was in/out before my appointment time and the nurse was brilliant at taking my bloods.

2023-03-30 16:20:08

Dr Hodgkin was very helpful & all staff & pharmacy as well

2023-03-30 20:32:15

My telephone request for blood test an annual one specifically PSA was not followed and I had one for methotrexate which is covered by rheumatology dept at Warwick. Little understanding from practitioner.

2023-03-31 08:23:19

Easy visit - kind and competent nurse.

2023-03-31 08:32:49

Doctors & staff are very considerate

2023-03-31 08:45:24

Excellent service

2023-03-31 09:03:14

Dealt with in a friendly manner

2023-03-31 09:15:00

Carol was very friendly and I hardly felt her take my blood All in all a good experience

2023-03-31 09:17:48

Very helpful and supportive

2023-03-31 09:27:04

Very informative and helpful

2023-03-31 10:07:35

Very helpful, friendly and efficient service

2023-03-31 10:51:50

Helpful receptionist and kind and thorough doctor

2023-03-31 12:14:34

Appointment on time and doctor put me at ease straight away

2023-03-31 13:12:42

Excellent, efficient and kind

2023-03-31 13:52:04

Punctual polite & professional & personable

2023-03-31 14:24:36

Prompt efficient service

2023-03-31 14:35:17

The doctor made me feel like she was doing a favour seeing me, previously the receptionist refused me an appointment even though I was in pain and the receptionist told me I have a bug. Well today I have had a scan and have gallstones. Safe to say I am now registered with Mann Cottage.

2023-03-31 16:14:12

Unsatisfactory

2023-03-31 17:33:20

Dr asked my why I had arranged the call, it didn't arrange it the Diabetic Nurse did. He didn't appear to know anything about my case.
