

NHS Friends and Family Test 2023

October 2023

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

Free text question. There were 178 responses:

2023-10-02 08:24:21

Professional, friendly and kept good time.

2023-10-02 08:41:20

All staff extremely good and helpful whether GPs, pharmacy or clerical/reception

2023-10-03 10:27:22

All staff friendly and professional

2023-10-03 14:55:46

Good reliable service. Polite receptionists, clear help from Dr Degnan.

2023-10-03 18:17:10

Professional, friendly and reassuring

2023-10-03 18:41:21

Diagnosed recently with a new condition, had tests and prescribed medication all within a few days and new medication is working well, had a couple of follow up calls to check everything is ok too, all in all really good care and treatment, thank you!!

2023-10-03 19:45:39

I've been on waiting list for an appointment and received a text in the afternoon for an evening appointment. Time slot updates were useful and the evening slot was much appreciated.

2023-10-04 08:40:41

Because all staff were nice and helpful

2023-10-04 09:24:28

The nurse was kind and very efficient

2023-10-04 09:25:53

The appointment was made for me very quickly by Dr Degnam and Dr Kahn was thorough and reassuring. Her remedy has quickly reduced the acute shoulder pain I was experiencing.

2023-10-04 09:43:04

Prompt response from the doctor this week and useful advice from pharmacist

2023-10-04 10:21:19

So far so good

2023-10-04 10:25:48

I saw the new doctor lady, I believe her name is Patel? She was very thorough and very sympathetic. Her advice was very good!

2023-10-04 10:31:34

Every single member of staff at this surgery should be proud of themselves, it's a fantastic team and we are very lucky to have them all! Dr Degnan is a shining example

2023-10-04 10:34:07

Everything was fine

2023-10-04 10:48:53

Telephone conversations with doctors are a poor substitute for a face to face consultation. However my request for a PSA test & a B12 injection was agreed & I have now arranged.

2023-10-04 12:19:33

Kind informative and efficient

2023-10-04 13:45:06

The nurse I saw was kind, knowledgable and was able to combine two appts into one to save me having to come back. Great!!!!

2023-10-04 15:09:57

Helped my little boy feel at ease for his flu vax. Was so kind and gentle!

2023-10-04 16:20:14

Because the Doctor listened and did all she could to help me.

2023-10-05 10:36:42

Telephone consultation on time and very helpful, very satisfied

2023-10-05 13:50:34

The Dr listened to me and spoke to me as an intelligent human.

2023-10-06 09:52:38

Very efficient and approachable

2023-10-06 10:19:40

Efficient

2023-10-06 10:34:09

Review of prescription items carried out with helpful advice given about each item.

2023-10-06 11:15:42

Friendly and punctual

2023-10-06 13:09:47

No problem getting an appt. Nurse very efficient and informative

2023-10-07 11:49:45

Professional and kind

2023-10-07 14:31:03

Prompt appointment and problem resolved at first consultation

2023-10-07 15:14:09

The GP was patient and attentive

2023-10-07 15:17:54

Did what it said on the tin

2023-10-09 08:30:23

Telephone call as promised. Doctor listened carefully to what I had to say before prescribing.

2023-10-09 09:16:15

Friendly staff

2023-10-09 09:19:04

Polite and helpful reception - always willing to help where they can. Very helpful pharmacy - saves me a lot of time trying to get medicines somewhere else- super having them here. Great doctors and everyone else.

2023-10-09 09:19:45

Staff are always friendly and efficient. Great family practice

2023-10-09 20:12:33

There has been no follow up from the surgery

2023-10-10 10:17:22

Appointments waiting list not too long , Excellent Doctor

2023-10-10 17:41:56

I have a good relationship with my GP over many years and feel comfortable talking to her and feel listened to.

2023-10-10 18:13:56

Doctor didn't call during the hours told. Doctor called to discuss results for a test they didn't actually perform.

2023-10-11 07:38:53

Follow up on something is always good and the nurse is great

2023-10-11 09:15:05

Dr Zamir is a very special GP. We are so lucky to have her. She is so kind to me.

2023-10-11 10:05:07

Because every time I ring or see a doctor excellent service always given

2023-10-11 10:08:50

100% happy patient thanks to Cath and Dawn

2023-10-11 10:09:10

Very helpful

2023-10-11 10:45:02

This is an outstanding Doctors the Doctors nurses and all reception are outstanding. Thank you all for your help. Mrs Betty Prior

2023-10-11 13:49:25

Very helpful

2023-10-11 13:58:50

Dr.Hodgkins was very helpful as were Reception

2023-10-11 14:31:02

Quality consultation from Dr Zamir.

2023-10-11 16:40:35

I was made to feel sincerely cared for.

2023-10-11 18:17:02

Doctor was very patient and thorough

2023-10-11 22:16:32

Doctors advice and reassurance was great. Very helpful reception staff however my only complaint would be having to wait a few weeks before actually being able to get a doctors appointment.

2023-10-12 07:29:55

The Dr. Made ne feel heard and was kind and friendly

2023-10-12 10:22:16

The answers to my queries, while seemingly being considerate of my physical health, seemed to disregard concern for my mental health and kinda pushed me over the edge

2023-10-12 10:30:04

Excellent care from Karen. Thank you. Caring and very professional.

2023-10-12 11:18:09

Very happy with my consultation as it removed any uncertainties.

2023-10-12 12:17:16

Dr Degnan was charming & helpful but the amount of time he forecast that it would take to get my hearing aid approved is appalling -,up to 3 months!

2023-10-12 13:54:00

Prompt appointment, knowledgeable nurse instilling confidence, thank you Sally

2023-10-12 14:54:41

Nurse was super friendly and caring,

2023-10-13 08:14:53

On time nurse made you feel comfortable

2023-10-13 15:02:44

I had to wait over a month for my appointment.I had a problem registering my arrival initially as the computer hadn't been set up properly. I then waited about 25 minutes before I saw the GP even though nobody was ahead of me in the waiting room. The GP was quick, pleasant and efficient.

2023-10-13 15:31:43

All went to plan

2023-10-13 15:35:54

Rec,d text reminding me of appointment I was not aware of. Could not get thru by phone and as appointment imminent set out. Just before arriving got thru by phone to be told it was an error. Made me late for s real appointment.

2023-10-13 15:38:40

First appointment with the doctor. One word Excellent!! Next day a blood sample. Excellent.

2023-10-13 17:46:48

On time, friendly staff, quick and easy

2023-10-14 08:22:19

Very prompt and fully explained treatment was excellent

2023-10-14 13:04:24

Excellent service from a professional and caring team.

2023-10-14 15:29:57

It took about 3 minutes on the phone, and I wonder if any doctor can really make as good decisions over a phone call rather than face to face. Also it's not as easy to tell the doctor things over the phone as it is face to face.

2023-10-14 16:41:42

Doctor zamir was so friendly and caring.

2023-10-14 17:08:47

Careful dressing of wound.

2023-10-14 17:32:27

Appointment available on the correct day for suture removal. Seen early by competent nurse

2023-10-16 10:03:21

Always a friendly and professional service including the wonderful pharmacy ladies

2023-10-16 10:03:47

Excellent care from friendly staff. Thank you

2023-10-16 10:04:41

I have always had quick and efficient and friendly treatment at the Surgery

2023-10-16 10:05:16

Very friendly, professional and efficient service. Excellent!

2023-10-17 10:19:16

Very helpful

2023-10-17 10:29:29

All.was fine

2023-10-17 10:30:02

Nice, warm staff

2023-10-17 10:32:42

Dr Degnan was very thorough, clear and gave me plenty of time.

2023-10-17 14:01:49

Sally was very helpful and knowledgeable

2023-10-17 15:23:34

Three people helped me.

2023-10-18 07:37:23

efficient and help like the text reminders

2023-10-18 08:30:14

Dr Degnan always very good. He listens!

2023-10-18 08:36:54

Explained my problem to me very well and made me feel comfortable

2023-10-18 09:12:07

The 2 appoints I had this week were really good. I was a little late for the one on Monday but was kindly
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attended to for blood tests and the one on Tuesday with Karen for a dressing was as usual excellent.

2023-10-18 09:31:14

My appointment was on time and the nurse was extremely efficient and professional, just what you want when visiting the Surgery.

2023-10-18 10:11:23

Efficient, friendly and clear advice given thank you

2023-10-18 10:50:16

The Doctor listened, was very kind, very helpful and rang back to reassure me about things.

2023-10-18 11:14:36

A very prompt phone call and helpful advice.

2023-10-18 12:10:59

Good consultation with GP. Information requested by GP and emailed to practice was not forwarded.

2023-10-18 12:41:56

Polite and efficient treatment

2023-10-18 12:41:56

Polite and efficient treatment

2023-10-18 13:52:30

Time taken, issues clearly explained. Follow up appointment made.

2023-10-18 14:12:23

Staff and Doctors care

2023-10-18 15:19:29

My doctor is lovely

2023-10-18 16:16:43

Treatment very satisfactory and fully explained

2023-10-18 17:43:15

the member of staff i had taking my bloods was so incredibly kind to me. she distracted me all while giving me clear instructions to help make me feel comfortable and didn't treat me like a child as i worried i may be because im an awkward age were im not quite an adult but im not a child either. the receptionists were also very kind and helpful too. all i can say is thank you very much.

2023-10-18 17:43:15

the member of staff i had taking my bloods was so incredibly kind to me. she distracted me all while giving me clear instructions to help make me feel comfortable and didn't treat me like a child as i worried i may be because im an awkward age were im not quite an adult but im not a child either. the receptionists were also very kind and helpful too. all i can say is thank you very much.

2023-10-19 09:40:59

Annual asthma review went well.

2023-10-19 14:21:25

Kind and helpful staff and doctor

2023-10-19 15:56:04

On time and welcoming treatment by nurse.

2023-10-20 04:25:44

Friendly caring staff.

2023-10-20 08:53:51

Appointment early in and out in 5 minutes

2023-10-20 09:13:48

Prompt call, efficiently done

2023-10-20 09:17:57

Extremely compassionate, professional, empathetic, thorough and caring.

2023-10-20 09:34:12

Steph was very kind. She's going to be a great loss to the surgery

2023-10-20 10:49:14

Friendly professional service.

2023-10-20 11:48:01

The clinical pharmacist was very polite and gave me time to speak and discuss medication ... great call with him

2023-10-20 14:08:19

Pharmacist was interested, discussed my medication, advised re taking blood pressure etc

2023-10-20 14:48:06

Helpful and explained matters and timely

2023-10-20 15:57:05

Good but the communication/reception on the phone call was poor and I did not receive the follow-on text message.

2023-10-20 16:03:02

Doctors take time, are interested in helping not just getting you out the door before their next patient.

2023-10-20 16:26:45

Dr Degnan is always excellent in professional knowledge and communication skills.

2023-10-20 19:13:43

Excellent conversation with Kevin who listened to my queries, gave me good advice and further help.

2023-10-21 08:39:58

Locum doctor was excellent, far more thorough than certain other permanent male doctors at this surgery,

2023-10-21 13:14:54

very thorough chat

2023-10-21 14:05:11

Very understanding of my illness.

2023-10-21 16:08:59

Because they were very nice and helpful

2023-10-21 16:43:08

Wound slowly getting better with careful dressing attention by Karen.

2023-10-21 16:50:19

The GP was very pleasant, listened to my concerns and was able to offer the treatment I was expecting.

2023-10-22 07:41:27

Not long wait for face to face with doctor

2023-10-24 08:05:20

Very helpful and understanding pharmacist

2023-10-24 08:45:57

Very good

2023-10-24 09:22:52

Called by pharmacist and we are experimenting with gradually reducing or changing tablets that I've been reluctantly taking for years

2023-10-24 10:28:40

Friendly and helpful staff. I gave confidence in my GP.

2023-10-24 12:15:06

Nurses /phlebotomists all excellent as are reception staff. I never get to see a doctor!

2023-10-24 16:16:38

I did not like my welcome from reception, after phone up, sharing I would be 5 mins late because of road works I was unaware of . I was told I was late, which was why I could not electronically check in . But I think Dr Zamir is wonderful . □□□□□□□□□□

2023-10-24 19:03:41

On time appointment. Dr actively listened, caring attitude

2023-10-25 08:34:03

Got seen early

2023-10-25 10:52:01

I am pleased with the nurse especially as I have to go at the moment twice a week.

2023-10-25 11:27:44

Lovely nurse very friendly

2023-10-25 14:09:24

Reception not working as it should

2023-10-25 15:49:50

My nurse Karen was lovely and couldn't do enough for me, made me feel very comfortable

2023-10-25 16:46:05

All good, Karen keeps working her magic.

2023-10-25 19:42:00

It made me feel like it was taking a step forward to sort my problems out

2023-10-25 21:53:36

I have not been to my GP for about 4 years and was able to feel I was listened to.

2023-10-26 05:17:44

Appt on time, Nurse professional

2023-10-26 07:37:11

Clear explanation of what the vaccination was, and how I would feel afterwards, very professional

2023-10-26 08:11:28

Seen on time. Doctor given me a cream to clear up my problem. Staff very helpful in all aspects.

2023-10-26 10:39:39

Because the appointment was on time and efficiently executed

2023-10-26 10:47:12

Excellent service and consultation

2023-10-26 11:53:19

It was punctual and efficient. Very kind and personable practitioner.

2023-10-26 12:53:35

The young locum I saw yesterday was one of the best consultations I have ever had. Keep him.

2023-10-26 14:55:55

Doctor was lovely and very reassuring

2023-10-26 15:58:16

Very thorough

2023-10-27 08:04:37

Very satisfactory

2023-10-27 10:49:41

On time efficient cheerful

2023-10-27 13:38:01

Very clear advice on booked phone appointment

2023-10-27 14:16:23

I would have preferred to visit Dr Zamir in person at her surgery office. However I was informed in a letter that a phone call was the only option. Given the news I received from Dr Zamir I would have benefited greatly from an in person meeting. Please allow me to make my own decisions.

2023-10-27 14:33:53

What is meant by 'service' ? It's a very broad term. Hard to respond without clarification about what exactly the surgery is seeking feedback about.

2023-10-27 14:55:55

Same as before. Really good care being taken. Becoming a regular visitor! Thanks Karen.

2023-10-28 09:26:01

Dr Zamir was very clear in the telephone conversation as to my results, she didn't make me feel as if it was rushed and gave lots of details to their findings. I felt very comfortable talking to her on the phone.

2023-10-28 09:38:20

Because my appointment went ahead on time . Face to face care is quite obviously best , as the GP can tell a lot by just seeing one . That cannot happen by telephone.

2023-10-28 10:48:12

The doctor was great, receptionist unfriendly

2023-10-28 10:49:21

Because you care so much

2023-10-28 15:38:34

Simply a nice apology for being a little late, and good at taking my bloods

2023-10-28 15:38:53

Treated with respect by all in a caring manner.

2023-10-28 15:40:29

Very caring & on time!

2023-10-28 15:46:45

Karen doing her magic with a fresh dressing again.

2023-10-28 16:16:21

Pleasant staff & doctor good and was on time

2023-10-29 09:01:34

It was very good

2023-10-29 12:05:09

Brilliant and caring Doctor, Dr Zamir takes the time to listen before offering advice.

2023-10-29 14:39:45

Discussed a PSE test the Dr had not heard of and the PSA test and its reliability etc. Good to be listened to.

2023-10-29 19:19:44

Always very helpful

2023-10-30 12:18:07

Clear sensible advice

2023-10-31 09:24:31

Excellent very prompt and treatment good

2023-10-31 10:18:19

Prompt, efficient and friendly.

2023-10-31 11:03:27

The doctor explained everything to me and made me feel at ease

2023-10-31 11:03:52

Helpful, pleasant and on time

2023-10-31 11:33:33

Actual face to face contact with doctor absolutely excellent. But still don't understand why getting a phone chat with a doctor takes a week, then another week for face to face.

2023-10-31 11:40:03

Excellent care

2023-10-31 14:35:36

Appointment time met. Doctor good.

2023-10-31 16:39:45

My appointment was bang in scedule and the nurse I spoke to was very helpful

2023-10-31 16:40:08

All the staff are friendly, understanding, good at their different jobs and kind and well informed and always very helpful

2023-10-31 16:50:51

Sally was very caring and very helpful

2023-10-31 16:56:36

Courtesy and care

2023-10-31 19:07:23

Phoned and got appointment same day, no waiting times, great service

2023-10-31 19:23:54

As ever, even a phone call was full of helpful advice.

2023-10-31 19:39:21

Sally is so helpful and lovely
