

# NHS Friends and Family Test 2023

September 2023

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

Free text question. There were 183 responses:

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2023-09-01 08:36:02

Courteous, friendly, informative and empathetic- thank you

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2023-09-01 09:12:48

Very prompt and well explained

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2023-09-01 09:23:36

This is a very efficient kind friendly practice

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2023-09-01 09:47:59

My GP was very understanding and respectful to about everything we talked about he mad the experience so much easier for me . Am very grateful for that.

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2023-09-01 10:05:20

I am always well treated at the clinic and have nothing but redo for the staff and the job they do

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2023-09-01 10:59:32

Very helpful

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2023-09-01 14:57:16

Everything was dealt with quickly and feedback provided.

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2023-09-01 16:37:29

Had such a kind lovely nurse for my appointment today

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2023-09-02 08:05:08

Excellent service

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2023-09-02 14:35:07

The appointment was quick and on time the staff were helpful and polite

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2023-09-02 14:35:07

The appointment was quick and on time the staff were helpful and polite

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2023-09-02 16:49:04

Brilliant second too none

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2023-09-02 17:05:25

My phone consultation with Dr Degnan was informative and reassuring and I was very happy to agree a way forward with my health care. Thank you Dr Degnan.

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2023-09-04 12:55:17

Was seen promptly and was listened to

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2023-09-05 10:43:58

Mixed experiences recently some not so good at all. Some ok

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2023-09-05 14:48:03

Quick and easy

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2023-09-05 15:03:55

Its been a very long time, since I experienced a GP service where, it just works. Your staff, have done more in one visit, than my previous GP service had done in over ten years. Thank you.

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2023-09-06 08:29:56

Knowledgeable and had time to discuss in full

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2023-09-06 08:41:02

Pharmacist was very efficient and all staff polite and helpful

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2023-09-06 09:18:02 Friendly  
and efficient.

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2023-09-06 09:23:58

I arrived for a shingles vaccine but the kind nurse administrating it did not know my health history and could not answer simple questions without reference to other people some of whom were not available. Upshot was the vaccine was not administered on this occasion.

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2023-09-06 09:31:26

He understood the situation and was supportive in his approach

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2023-09-06 09:39:23

Prompt and efficient

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2023-09-06 10:22:20

Friendly and efficient

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2023-09-06 10:31:14

Always welcoming and supportive

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2023-09-06 11:26:57

Face To Face with Doctor

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2023-09-06 15:15:04

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Annual checkup took place on time with efficient empathic nurse

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2023-09-06 15:36:15

The new nurse Karen is excellent. A great asset.

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2023-09-06 16:01:15

Nurse was very kind and patient

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2023-09-06 18:12:01

The doctor answered all of my questions and listened to my concerns

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2023-09-07 06:16:00

Nurse very friendly. Efficient service

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2023-09-07 09:59:37

Appointment made super quickly and all very proactive.

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2023-09-07 11:02:54

Very easy to book following the link. Nurse was very friendly and professional

2023-09-07 14:22:07

Excellent service, on time, very clear discussion

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2023-09-07 15:18:34

I am still waiting further information from surgery re a scan for suspect dvt

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2023-09-07 15:36:02

The nurse who gave me my injection was friendly and efficient, I didn't feel a thing.

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2023-09-08 06:48:01

Appointment on time good professional member of staff.

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2023-09-08 10:17:06

Listened to a what I had to say, welcomed my Daughter in Law into the Meeting and Listened to what I had to say. NextAppt suggested.

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2023-09-08 11:22:31

As they acted swiftly to my problem

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2023-09-08 15:41:31

Have been waiting for test results or updates for 6 weeks no response

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2023-09-08 15:52:07

I feel the service and care I received was very satisfactory.

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2023-09-08 15:56:50

Able to arrange appropriate care off site

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2023-09-08 18:44:18

Very friendly and efficient and not at all rushed.

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2023-09-09 08:10:39

Kind efficient look

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2023-09-09 08:23:28

I felt I was being listened too and the outcome was positive.

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2023-09-09 08:38:15

All Done very efficie ntly

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2023-09-09 09:18:35 No

wait easy talk

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2023-09-09 09:44:28

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2023-09-09 10:52:32

Dr Degnan was very honest and helpful in relation to my future treatment.

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2023-09-09 15:17:05

Polite friendly and efficient also professional

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2023-09-11 09:13:10

The nurse who gave me my injection was friendly, reassuring and professional. I felt no pain.

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2023-09-11 17:02:53

Appointment was on time, friendly staff

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2023-09-12 07:48:20

Sally was extremely helpful. She has a warm, friendly manner which helps to put the patient at ease. She offered advice and gave alternatives, for my consideration.

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2023-09-12 10:53:50

Informative, considerate, professional advice upon recently joining the practice.

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2023-09-12 11:09:44

Thorough, kind and listened to me.

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2023-09-12 11:10:07

Professional and friendly experience

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2023-09-12 11:26:04

Because she was polite friendly @ easy going

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2023-09-12 12:52:31

Appt . on time . Face to face does help when you need to discuss health issues , much easier to get answers .

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2023-09-12 13:12:27

I always feel that whatever my problem it will be dealt with thoroughly and I leave feeling lighter than when I went in.

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2023-09-12 14:24:50

Friendly, efficient staff

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2023-09-12 15:41:10

It was a bit hard to understand the doctor (language) at times.

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2023-09-12 16:23:30

Excellent care always shown.

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2023-09-12 19:38:27

Consistently good care

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2023-09-12 20:37:09

My conversation with nurse Sally was very good & thorough. All questions I had were answered & very clear. It could not have been any better. Thank you

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2023-09-13 07:51:11 Nurse

was very gentle.

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2023-09-13 10:49:17

Excellent Doctors and reception I thank them very much all excellent

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2023-09-13 11:11:31

Friendly and efficient

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2023-09-13 13:39:32

On time - quick and easy

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2023-09-13 14:32:12

Receptionist was friendly & efficient. My doctor is excellent & answered all q's. My appointment was 3.15 but I was actually called early & left at 3.15. Couldn't be better all round.

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2023-09-13 14:38:14

Clear call. Good advice and follow up.

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2023-09-13 14:39:14

Dr Hodgkin was friendly, knowledgeable and very professional in dealing with sensitive issues. She listened and offers very good advices and solutions. I am very lucky to have her as my doctor.

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2023-09-13 15:01:54

Didn't have to wait too long

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2023-09-13 15:58:08

I was able to park, the nurse was absolutely on time. She was very helpful and pleasant to chat to. The receptionist was very helpful in organising follow up appointments.

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2023-09-13 16:17:34

Excellent care and advice

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2023-09-13 16:19:36

Very good helpful doctor

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2023-09-13 17:49:37

The doctor was very good

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2023-09-13 18:01:46

I was seen at the appointed time. The Gp did all that I expected and was very competent

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2023-09-13 19:41:14

Excellent doctor, great receptionist.

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2023-09-14 07:49:18

A fast, friendly & efficient service.

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2023-09-14 08:09:35

Its been a long time since Ive experienced a GP practice, being proactive towards patients .

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2023-09-14 09:41:43

Needed extra appointment given straight away no wait EXCELLENT service

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2023-09-14 11:00:39

We have had very little support with ..... eating disorder and there seems to be no effective monitoring of the situation. We are very disappointed. At the last appointment ..... was asked Do you not like food? This displays a lack of understanding about eating disorders on behalf of the surgery. Dr Willis has now referred ..... to a paediatric endocrinologist so will see what that brings that is one positive step in the right direction. However still want to see more effective support and ongoing monitoring in place. We both appreciate and realise that it is a busy surgery with a lot to manage.

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2023-09-14 18:11:32

Thorough examination and friendly practice.

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2023-09-14 18:35:41

Usual efficient and helpful service.

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2023-09-15 09:22:40

Understanding, sympathetic. Progressive

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2023-09-15 10:49:40

I was dealt with sympathetically and professionally

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2023-09-15 12:12:55

All my questions were answered and follow up received from gp.

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2023-09-15 13:31:52

Has to wait for a few weeks for my appointment

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2023-09-15 14:38:48

Because it was good no more no less. Seeing my GP face to face is a real plus.

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2023-09-15 15:34:21

I found Dr Samir extremely receptive and helpful

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2023-09-15 16:47:00

Got the advice I needed in a timely way

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2023-09-15 17:12:01

40 min wait past appointment time. Very happy with consultation with doctor when I saw him.

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2023-09-16 10:12:57

But would have given a higher score if when phoning didn't have to wait for over 30 mins.

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2023-09-16 11:08:05

The clinical pharmacist suggested a change in one my prescription to a more fitting one

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2023-09-16 15:41:55

Consistently good service

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2023-09-16 18:33:39

Professional and friendly.

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2023-09-16 18:43:31

Call came hours before it had been scheduled!

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2023-09-16 20:24:50

Prompt , efficient, v helpful and considerate

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2023-09-17 07:45:14

Very friendly understanding .and efficient practice in all areas.

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2023-09-17 16:18:23

Excellent feedback and information regarding new medication to be added to my prescription.

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2023-09-17 21:48:34

Arrangements worked as planned.

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2023-09-18 16:50:01

Dr Zamir was kind, understanding, and gave me all the time I needed.

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2023-09-19 09:22:55

Excellent service, great nurse and helpful receptionist.

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2023-09-19 10:19:20

Always a pleasure seeing my GP face to face and receiving first class advice Dr Zamir

2023-09-19 10:20:23

Prompt time wise and very helpful

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2023-09-19 11:17:06

Very professional, clear explanation, kind understanding

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2023-09-19 13:37:00

Amazing people who are always there to help and the doctors and loving and caring who will give you the best care no matter what

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2023-09-19 14:03:34

Phone call was on time.Good advice given

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2023-09-20 07:52:03

Angela Volpe did my blood tests as required and was proactive in trying to set up a referral ( though I'd done that myself earlier).

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2023-09-20 07:52:03

Angela Volpe did my blood tests as required and was proactive in trying to set up a referral ( though I'd done that myself earlier).

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2023-09-20 09:15:38

Usual pleasant and efficient service

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2023-09-20 09:54:31

Everything was done efficiently.

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2023-09-20 10:49:11

No waiting and felt at ease.

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2023-09-20 14:04:15

good consultation

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2023-09-20 14:54:13

Everyone is lovely and caring

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2023-09-20 16:17:18

Excellent service from Doctor Zamir

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2023-09-20 16:17:18

Excellent service from Doctor Zamir

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2023-09-20 16:45:52

Very punctual & knowledgeable appointment. Thanks

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2023-09-21 10:24:35

On time and as previously arranged.

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2023-09-21 11:45:04

Prompt and informative

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2023-09-21 18:49:06

Saw a chemist who was brilliant

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2023-09-22 08:41:05

Call was made at the allotted time. I didn't feel rushed and the information and advice was straightforward.

2023-09-22 08:41:05

Call was made at the allotted time. I didn't feel rushed and the information and advice was straightforward.

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2023-09-22 08:41:05

Call was made at the allotted time. I didn't feel rushed and the information and advice was straightforward.

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2023-09-22 08:41:05

Call was made at the allotted time. I didn't feel rushed and the information and advice was straightforward.

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2023-09-22 09:52:46

I had a reassuring call with a very good advice, which made me feel very positive.

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2023-09-22 10:03:43

Very little waiting. Friendly and reassuring doctor. Clear explanations given of next steps.

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2023-09-22 11:01:47

Kevin was very helpful and informative, he listened and responded to my concerns.

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2023-09-22 11:24:34

On time, thorough health check by excellent member of team.

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2023-09-22 13:57:10

Very good as allways

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2023-09-22 14:06:28

Call was in booked timeslot. Meaningful discussion with Gp.

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2023-09-22 15:07:50

Practitioner listened to me, she was kind and considerate.

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2023-09-22 19:44:01

Prompt response and care to my problem.

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2023-09-23 10:15:18

There was no telephone call it had be cancelled Service from practice is excellent and

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2023-09-23 11:39:29

Prompt appointment and friendly follow up.

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2023-09-24 06:52:10

Reception was a little over run, patients queuing as touch screen intermittent. The doctor was hard to communicate with; I didn't understand his questions and he didn't understand my answers. Or was that because we've only just met. I'm a new patient.

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2023-09-24 14:22:56

I did not have to wait too long for an appointment and Dr. Degnan was extremely helpful.

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2023-09-24 20:54:49

Got to speak to a doctor within 2hours

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2023-09-26 08:51:56

Experience of the Nurse can't fault, always very pleasant. Goes out of her way to explain the needs of the child, plus explains any implications which may arise from the child's vaccinations.

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2023-09-26 09:42:16

Appointment was on time, excellent care and attention given

2023-09-26 10:46:46

The doctor was very understanding and helpful

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2023-09-26 13:28:45

Great service with friendly staff

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2023-09-26 15:14:07

Helpful text reminders, prompt and efficient on the day - thankyou.

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2023-09-26 17:23:01

Called me at time stated,and booked appt. to see Doctor,next month

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2023-09-26 19:22:40

Very thorough and informative service.

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2023-09-26 19:53:34

Sally is very knowledgeable and extremely helpful. I'm very grateful for her expertise.

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2023-09-27 06:24:59

Plenty of listening and compassion with honesty

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2023-09-27 09:16:18

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Friendly and efficient service.

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2023-09-27 10:18:03

Great staff, always willing to help.

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2023-09-27 11:37:29

The man on the phone was lovely and really helpful but my appointment got changed and I only had a text to confirm this. No one called me or asked if it was ok to change the appointment.

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2023-09-27 13:55:39

I did not receive my telephone appointment.

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2023-09-27 14:01:48

Explained what was required in taking the tablets and clearly explained the side effects. The pharmacist was very helpful and unhurried.

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2023-09-27 14:13:01

All was sorted thank you

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2023-09-27 14:26:08

Thank you Karen and Cath - both very friendly, professional and helpful

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2023-09-27 14:29:55

I was a bit taken aback when the nurse said she had felt unwell in the morning, had taken a covid test which was negative & had a mask on for prevention. The treatment I had meant that she was close to me. Was this sensible? I know that cancellations are a headache but I felt more than a bit vulnerable. I have no complaints about our surgery otherwise

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2023-09-27 14:49:37

On time, friendly, informative service.

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2023-09-27 15:44:41

Excellent service and feedback

2023-09-27 18:24:47

Called at time of appointment and review was informative and helpful.

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2023-09-27 20:34:32

On this occasion the receptionist was polite. Dealt with my issue quickly, with that I had the phone call I had been waiting for all day from the doctor, who listened and read my letter which I had sent in, plus a referral. Thank you

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2023-09-28 08:21:52

The Clinical pharmacist listened to what I was saying & we talked about a way forward.

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2023-09-28 10:22:23

I had an nurse appointment and she was extremely nice, the information she gave me was very easy to understand.

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2023-09-28 10:23:23

Very kind and helpful

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2023-09-28 14:26:08

Karen the nurse is lovely I used to work with her a long time ago. She had made the room welcoming for the children, using wind up Halloween toys as a great distraction. Helping me then out with a 2 year old and one year old . Thank you Karen

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2023-09-28 15:40:29

The nurse who saw my son was lovely, really made a nice experience for him.

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2023-09-28 15:47:17

The nurses was amazing with my daughter and ment the appointment was a pleasures, rather than a chore

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2023-09-28 18:49:14

Because my Doctor always listens, can be helpful and very kind.

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2023-09-28 20:37:26

A really good GP ruined by rude, dismissive and judgmental admin staff.

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2023-09-29 08:19:37

Tuned up 5 mins early didn't have too wait felt stressed as I've got mental health but made me feel comfortable

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2023-09-29 08:24:19

The HCA gave me a thorough explanation of my health check. There was enough time to discuss various aspects and for me to be advised

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2023-09-29 10:13:50

The nurse was very friendly, professional and efficient.

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2023-09-29 10:47:42

On time and nurse was very thorough.

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2023-09-29 12:22:49

Called within timeframe and the nurse was very helpful. She was informative and explained everything clearly.

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2023-09-29 12:24:05

From phone call to request appointment to seeing doctor very quick

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2023-09-29 22:45:02

Quick response, communicative, efficient follow up, helpful and caring.....

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2023-09-30 08:00:01

Dr Degnan is a great asset to the team

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2023-09-30 13:46:21

They rang on time & the lady listened & was very informative.

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2023-09-30 14:14:53

Friendly staff always happy to help, on Time. Overall excellent service.

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2023-09-30 14:23:45

Friendly on time service

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2023-09-30 14:41:12

Efficient, friendly and caring service. Really happy with my experience. Thank you.

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2023-09-30 16:20:35

This is the BEST GP practice I could wish for. Such lovely staff especially Nurse Sally , Pharmacy and reception (sorry I've not met a GP aim two years of signing up!) It's people like Sally that give me confidence in the NHS

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2023-09-30 17:31:50

All went well thank you

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2023-09-30 18:17:17

Overall all the team are friendly and professional. It is sometimes a wait to talk to reception

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2023-09-30 19:56:31

Consistent care and follow up, with swift response time.