

# NHS Friends and Family Test 2023

**October 2024**

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

Free text question. There were 195 responses:

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2024-10-01 08:51:46

Friendly and efficient

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2024-10-01 09:42:55

A difficult screening test for me was handled very efficiently

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2024-10-01 10:19:49

Receptionist and doctor all caring and polite.

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2024-10-01 10:34:47

Happy with discussion and treatment plan

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2024-10-01 10:35:15

Helpful over the phone and in the appointment, particularly for young son.

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2024-10-01 10:44:32

Always efficient and helpful and clear explanations

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2024-10-01 10:52:24

On time. Helpful, concise feedback.

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2024-10-01 14:28:35

Always given time to talk about all concerns.

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2024-10-02 09:42:42

As I had both boys, both very hyper during that appt, nurse brought someone in to help with the youngest, which was reassuring for myself, which helped to calm the appointment for the eldest,

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2024-10-02 10:19:13

Very punctual and answered my questions very compassionately. Thank you all if you for being brilliant

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2024-10-02 10:42:38

Prompt professional service

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2024-10-02 10:53:23

The ANP was excellent, she was very thorough and gave good advice.

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2024-10-02 12:34:33

All went as expected. Just wait for results.

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2024-10-02 15:52:16

Prompt and did not have to wait very well explained and thorough

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2024-10-02 16:16:45

Experience with doctor and the dispensary were both brilliant. Thank you.

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2024-10-03 08:23:32

Blood test given by nurse. She was caring & easy going & we had laugh. Thank you

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2024-10-03 09:57:40

The nurse was friendly and efficient.

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2024-10-03 10:28:00

All issues addressed efficiently.

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2024-10-03 10:30:22

Excellent doctors nurses and all receptionist thank you for all you do for me many thanks

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2024-10-03 13:35:02

Good conversation, felt I was listened to and was happy with action taken at the end

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2024-10-03 13:36:43

On time, friendly and professional treatment

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2024-10-03 15:45:12

Nice friendly Nurse (Carol) on time and put me entirely at ease.

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2024-10-03 16:05:39

I had my hypertension review yesterday. Kate the practice nurse was very friendly and put me at ease immediately. Her manner was of friendliness and understanding throughout my appointment. Thank you.

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2024-10-03 16:22:19

The clinical pharmacist explained clearly the results of my blood test and suggested ways forward. The appointment took place punctually.

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2024-10-04 07:58:01

Because I was satisfied with the arrangements

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2024-10-04 08:19:38

The nurse & medical care was superb however reception staff still have a problem with eye-contact and basic welcoming skills. Just left standing again . . . .

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2024-10-04 08:52:52

The pharmacist explained everything clearly, he was good at allaying my concerns about the medicines, made me comfortable

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2024-10-04 09:13:48

Pleasant and polite and took his time explaining and talking to me. Thank you.

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2024-10-04 09:17:35

On time ,to the point, professional

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2024-10-04 09:40:52

Dr Zamir was professional, attentive and kind

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2024-10-04 09:55:18 Just

my opinion

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2024-10-04 10:12:28

Explanations clear. On time

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2024-10-04 10:27:37

Efficient and on time

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2024-10-04 10:38:34

Quality of care was excellent

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2024-10-04 11:34:17

Very friendly and efficient

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2024-10-04 13:36:54

Friendly puts you at ease and explains.

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2024-10-04 14:06:30

Everything was great - on time/caring/ concerned/attentive - all very pleasant - thank you

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2024-10-04 14:18:27 On

time curtious

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2024-10-04 15:16:14

Helpful and easy to follow advice

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2024-10-07 11:58:27

Very helpful, understanding with empathy

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2024-10-08 08:19:22

Sister Volpe was very efficient and caring.

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2024-10-08 08:21:46

Nurse saw me promptly, took blood very gently and answered my questions without rushing.

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2024-10-08 08:27:33

Efficient procedure

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2024-10-08 09:03:49

Friendly so helpful second to none

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2024-10-08 09:35:23

Extremely efficient and friendly.

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2024-10-08 10:06:13

2024-10-08 10:48:44

Prompt, professional and friendly

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2024-10-08 11:34:02

I was seen promptly by Dr Zamir who was friendly and helpful with my problem, arranging physio and Xray appointments quickly.

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2024-10-08 11:35:00

Punctual friendly and informative

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2024-10-08 13:42:14

Hypertension nurse was efficient, pragmatic, friendly. Also spoke with lady in Prescriptions who was very helpful.

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2024-10-08 14:04:45

The appointment was easy to arrange, on time, Dr Walker had read up on my notes before I arrived and he was very thorough in reviewing all my concerns, checking back with me that he had addressed everything satisfactorily.

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2024-10-08 14:14:31

Punctual, professional service

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2024-10-08 15:42:49 Felt I  
was listened to.

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2024-10-09 08:22:29

Very professional

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2024-10-09 09:49:14

Thorough examination and on time.

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2024-10-09 10:47:55

Kevin is quickly able to sort out adjustments to my prescriptions and try alternatives. Thank you.

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2024-10-09 11:38:15

You all have been excellent too me Doctors Nurses and all receptions are excellent too Thank you very much yours  
sincerely and many thanks

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2024-10-09 12:07:56

Very friendly and helpful

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2024-10-09 13:55:38

Explained every thing clearly to me

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2024-10-09 15:00:53

Prompt efficient professional service. Explained procedure fully

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2024-10-10 07:58:44

Pleasant and helpful, short wait.

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2024-10-10 09:17:21

Just very clear and friendly.

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2024-10-10 09:24:00

Kevin was friendly and gave me understandable answers to my questions.

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2024-10-10 11:02:21

Always keep me updated on appointments

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2024-10-10 11:18:44

It was my first time to meet Nurse Karen. She was very thorough. I just wish she didn't have to prompt me on the amount of time I was supposed to be there. It made me rush and uncomfortable. But overall service was excellent.

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2024-10-10 13:02:31

As always very considerate nurse

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2024-10-10 13:46:59 All

went to plan

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2024-10-10 14:18:16

We were put at our ease and everything was explained clearly

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2024-10-10 15:27:40

Appointment on time. Nurse friendly and efficient.

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2024-10-11 08:59:46

To have a Dr to listen to your problem is worth so much.

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2024-10-11 09:23:47

I have been a long-term patient for three years, and unfortunately competent and humane professionals are increasingly rare. You can meet such workers here. Thank you very much!

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2024-10-11 09:34:58

Quick friendly helpful much better attitude from prescription team and reception with new people. This is the standard I would expect. Well done

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2024-10-11 09:44:27

The doctor explained everything clearly about what was happening

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2024-10-11 09:46:51

Received all the help and advice I wanted and needed

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2024-10-11 09:52:52

Dr Zamir holds the 'old' principles of patient care, never fobs you off and is always helpful and supportive

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2024-10-11 11:35:29

Appointment on time. Gentle very pleasant nurse.

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2024-10-11 12:02:09

Excellent help from Sister who gently gave..... her B12 injection and told us what to do to book next one.

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2024-10-11 12:44:47

Minor surgery procedure appears to have been successfully carried out by professional staff.

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2024-10-11 15:29:22

Dr. Zamora was excellent at reassuring me about all of my health issues and booking bloods to be taken

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2024-10-11 15:49:05

Every thing good

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2024-10-14 09:27:11

The doctors are very caring and kind.

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2024-10-14 09:29:40

Dr James Walker was very thorough and helpful with my problem and put me at ease.

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2024-10-14 10:44:11

Appointment on time

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2024-10-14 13:22:30

Straightforward, useful interaction, good communication and not hurried

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2024-10-14 15:07:49

The doctor was excellent and very caring and thorough. The pharmacy team are always very helpful, this visit particularly so. Likewise, the reception team are always very friendly and helpful. The waiting times however, are still a concern. I have had lots of different tests recently and my appointment on 10/10 was to be told the results of an ultrasound scan. Waiting seven and a half weeks to find out the results was quite a tense and anxious time especially as I am already plagued with depression and anxiety. I do know how busy you all are, and that this is not the fault of any of your lovely staff, but maybe the appointments system could do with a bit of an overhaul to make it a bit less of a bun fight and battle of wits with the phone system. (The old one was much more user friendly).

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2024-10-14 15:54:57

Exemplary General Health check up, for over 70 patient.

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2024-10-15 09:00:07

Dr very thorough listened and explained the options. She addressed my concerns excellently.

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2024-10-15 09:07:22

You were on time Friendly and efficient nurse

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2024-10-15 09:14:09

Efficient informative and helpfull

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2024-10-15 10:24:22

The surgery and staff have always been amazing to me and my family and sometimes under difficult circumstances due to staff shortages etc, they have always gone above and beyond

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2024-10-15 11:30:27

Warm welcome, efficient on time appointment

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2024-10-15 12:49:53

I recently had an issue that required rapid testing & treatment. The thoroughness of the checks and treatment I received by Senior Nurse Corinne Beirne and Dr Nikki Hodgkins was exemplary. Thank you

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2024-10-15 13:11:38

Prompt attention and the nurse was patient although she had difficulty finding a vein to get blood!

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2024-10-16 10:27:16

My doctor was wonderful to me as usual. She listened to me, was helpful and sorted things out for me. I can only say a big thank you.

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2024-10-16 11:03:24

My initial enquiry about how to get a pneumonia vaccine met with some suspicion

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2024-10-16 12:48:38

Information from my telephone appointment with the practice pharmacist had been passed to Sister Volpe which I appreciated and blood was extracted for a test without a mark.

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2024-10-16 14:30:12

Professional and friendly

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2024-10-16 14:38:18

Found the nurse very easy to talk to put me at ease and gave me time to explain how I was coping and felt generally

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2024-10-16 15:44:52

All doctors nurses and all receptionists have been very good to me they are all excellent and I thank you all very much thank you

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2024-10-16 15:54:59

You could probably hear me laughing.

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2024-10-17 08:13:34

Most points I managed to get over and was satisfied with the answers

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2024-10-17 08:42:02

Phone call received on time and very helpful chat

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2024-10-17 08:55:14

Professional and friendly conversation with the practice pharmacist. Helpful exchange.

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2024-10-17 09:31:54

Nurse was attentive and very careful and pharmacist dawn is exceptional goes above and beyond, both are a credit to u

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2024-10-17 11:36:21

Very friendly and caring

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2024-10-17 11:45:51

Seen on time. Procedures carried out in an efficient and friendly manner.

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2024-10-17 11:48:12

Polite and good service

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2024-10-17 12:26:23

Caring and very pleasant nurse.

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2024-10-17 12:44:36 Friendly  
and efficient.

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2024-10-17 13:44:37

Good receptionist, excellent service on taking blood test, very caring nurse.

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2024-10-17 13:47:52

On and did everything that was needed

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2024-10-17 15:19:06

The doctor listened and did not dismiss my concerns. The reviews are a proactive service.

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2024-10-17 16:05:52

Called in before appointment time on my way home even before scheduled appointment time

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2024-10-17 16:11:45

efficient

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2024-10-18 08:36:12

Answered my questions, professional but friendly as always

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2024-10-18 09:04:00 Put

me at ease

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2024-10-18 10:13:59

Went in ahead of time and all dealt with quickly & efficiently and in a friendly manner

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2024-10-18 10:24:17

Staff are very polite and helpful

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2024-10-18 11:21:52

I had quantities of blood taken with no residual bruise at all. I was seen on time and everyone was lovely.

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2024-10-18 11:53:17

The guy sounded interested and listened to what I was saying. Checking Dc for prescription

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2024-10-18 13:57:58

Booked in for a fasting blood test which to me means no calories/eating. Was sent home for black coffee drinking. Just wish I had been given one of your handy pieces of paper explaining to avoid anything except plain water. Would have saved yourselves and me the time and cost. Was shown one after the appointment. Have had to rebook. Not



a complaint just hope positive feedback would be to hand them out every time a blood test is booked. Or add it to the text message that's sent.

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2024-10-21 07:39:25

We have recently moved to the area and joined the practice. We have had very positive experiences of the practice. I was stunned by the online rating of this practice as it in no way reflects the service delivered. The reception staff are amazing and take time to listen and direct your queries or concerns to relevant staff members. Telephone consultations with both nurses and GPs have led to resolutions of medical issues. The speed medications are turned around is phenomenal. Thank you for providing such thoughtful and efficient care.

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2024-10-21 08:02:18

Vaccination on time with no fuss

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2024-10-21 08:07:38 friendly  
and on time

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2024-10-21 14:59:53

On time, efficient, friendly & caring - what more could you ask for....!!

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2024-10-22 09:37:04

Did not have to wait too long and Doctor Walker was excellent.

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2024-10-22 09:51:05

Fairly punctual, expert knowledge.

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2024-10-22 11:24:08

Early! Out before the appointment time

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2024-10-22 13:15:44

Satisfactory outcome

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2024-10-22 13:29:38

The automatic checking did not work. Other than that it was fine.

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2024-10-22 13:50:39

I saw Sister Angela Volpe yesterday, she was so careful and helpful, thankyou !

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2024-10-22 14:00:45

Always so helpful and professional

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2024-10-22 16:26:52

Excellent reception team handled my query and ensured appropriate care. Telephone consultation with a GP who provided attentive care with a range of solutions.

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2024-10-23 08:41:53

Receptionist very helpful professional

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2024-10-23 09:36:31

Seems I was prescribed an inhaler that didn't need an expander but wasn't told this. The dispensary made me aware when the prescription required renewal

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2024-10-23 10:17:21

Only because I got to see Dr Zamir

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2024-10-23 10:48:34

Call with clinical pharmacist was very clear and helpful. Plan agreed for increase in my prescription explained as my Consultant was vague. Also suggestion of iron supplement type and max amount given.

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2024-10-23 15:24:40

The nurse who took my bloods was really reassuring and successful, much appreciated

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2024-10-23 15:57:11

No waiting professionally executed injection

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2024-10-24 09:47:33

All my questions were answered

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2024-10-24 09:48:00

Pharmacist was very professional and set me at ease. Very useful conversation and helpfully set up a follow up blood test there and then.

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2024-10-24 10:08:11

Spoke to Kevin who was very kind and helpful. He explained how the problem with my repeat medication had occurred. I was impressed. Not the surgery's fault! A pleasure to talk with him.

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2024-10-24 10:14:20

Went in to appointment on time, phlebotomy nurse was informative and professional.

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2024-10-24 10:16:59 Just  
brilliant

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2024-10-24 10:22:52

Lovely nurse who was very caring

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2024-10-24 12:22:42

Prompt professional service

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2024-10-24 13:36:49

Very helpful, cheerful and enthusiastic

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2024-10-24 16:02:58

Appointment on time as usual

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2024-10-25 08:25:08

Excellent communication, professional staff

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2024-10-25 08:57:58

Had a constructive conversation with the Doctor without being pushed for time.

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2024-10-25 09:10:02 On  
time and efficient.

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2024-10-25 09:13:10

Difficulty in getting appointments

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2024-10-25 10:35:11

Respectfully and caring

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2024-10-25 10:40:48

It was on time and Karen carefully explained the reasons for the RSV jab.

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2024-10-25 10:48:32

helpful advice

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2024-10-25 11:03:11

Friendly and informative

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2024-10-25 11:23:59

Kate was highly skilled and very much put me at my ease.

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2024-10-25 12:11:03

It is actually excellent, it is just the waiting times which are not your fault.

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2024-10-25 12:38:40 Didn't

feel a thing!

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2024-10-25 12:49:30

Kind and gentle nurse

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2024-10-25 14:01:37

Excellent care and attention

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2024-10-25 14:02:48

My appt was pretty much on time which was great. My consult was thorough & I felt I was given time & options regarding the outcome with a plan of action in place. Came away feeling happy with my consult.

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2024-10-25 14:09:36

My appointment was concluded satisfactorily.

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2024-10-25 15:30:46

Was late for my injection, but still fitted me in

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2024-10-28 08:35:22

I was told what my blood sugar result was and that it was very high, but no actual advice was given other than to get it checked again in 6 months.

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2024-10-28 12:48:06

Easy to book, appointment on time nice atmosphere

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2024-10-29 10:48:37

The nurse I saw was lovely. The nurse I should have seen was off sick and so the nurse I saw rushed in on her day off and she as Smily and very professional and I still only had to wait 15 mins.

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2024-10-29 11:27:09

Felt I wasn't listened to and did not provide a viable solution

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2024-10-29 12:27:51

Dr Walker is a very polite and helpful Dr. He explains and talks to you and he will listen to you. I would like him as my full time Dr.

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2024-10-29 12:50:18

Discussed in detail results of tests and also supportive Concerning the next steps and the way forward

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2024-10-29 15:56:04

Always prompt and efficient service.

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2024-10-29 16:28:46

The doctor took the time to understand my needs and treated me with care

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2024-10-30 11:05:08 All

good thanks

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2024-10-30 11:24:43

Gave me very good advice

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2024-10-30 11:48:28

Listened and answered all my questions. Rang within the timeframe.

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2024-10-30 12:49:19

The doctors and nurses and all reception staff are all excellent and I thank them all very much

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2024-10-30 13:39:40

I find it a little odd that I had a two week delay to have a phone consultation with a pharmacist. I have a lot of respect for pharmacists but I could have walked into the local pharmacy and answered the questions I was asked during my appointment

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2024-10-30 15:19:08

Availability of appointment. Timely. Friendly and efficient with time to clarify requirements.

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2024-10-30 15:39:07

Very easy to talk to well explained good advice

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2024-10-30 15:58:35

The nurse helped me with my query

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2024-10-31 09:19:51

Appointment on time and great staff, very efficient.

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2024-10-31 09:25:02

Saw Advanced practitioner who was very understanding and empathetic - organised blood tests and quick results back - very pleased with the level of service.

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2024-10-31 09:39:41

Telephone call was at time expected, consultation was professional, and personable. Very efficient service.

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2024-10-31 09:56:49

The nurse was good and explained the vaccine

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2024-10-31 10:20:29

Prompt friendly professional service

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2024-10-31 10:30:10

Very good apart from being asked for a survey

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2024-10-31 10:43:34

Friendly and professional practitioner as ever. All issues addressed and resolved. Thank you

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2024-10-31 11:22:38

The nurse explained clearly and sympathetically what I needed to do to resolve my health issues.

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2024-10-31 11:57:48

Very efficient and friendly.

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2024-10-31 12:12:25

Wasn't rushed and took time to listen

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2024-10-31 12:21:12

The Phlebotomist dealt with me promptly and efficiently.

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2024-10-31 12:33:59

Reminders of appointments. Appointment on time. APN Corrine very efficient and a good listener.

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2024-10-31 15:45:19

My problem dealt with speedily

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2024-10-31 16:08:02

On time quick and efficient

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2024-10-31 17:22:41

Doctor fully understood my reasons for attending