

NHS Friends and Family Test 2023

March 2025

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

Free text question. There were 135 responses:

2025-03-03 13:29:52

On time, friendly and professional approach

2025-03-04 08:48:14

On time, painless and nurse was very pleasant

2025-03-04 09:57:14

I was dealt with in a very professional and empathetic manner, for someone who is not keen on blood tests. Thank you for making it as easy as possible.

2025-03-04 10:14:27

Went into my appointment before my time and she was friendly and efficient.

2025-03-04 15:45:56

Have always been on time for appointments

2025-03-05 10:45:41

My doctor is always very helpful and understanding of my tsw.

2025-03-05 11:18:40

On time, friendly and efficient service

2025-03-05 11:58:37

Kevin was most helpful and constructive.

2025-03-05 12:07:14

Waited 30 minutes for a ‘two minute’ appointment. Not sure why I was asked to attend.

2025-03-05 14:15:25

Very pleasant and helpful

2025-03-05 16:30:13

Karen was kind, professional and very caring when removing my sutures following surgery.

2025-03-05 17:01:38

Everything went very smoothly. Thank you

2025-03-06 09:35:39

Dealt with in a timely and efficient manner.

2025-03-06 10:19:39

I was in and out before my appointment time

2025-03-06 11:08:27

Punctual and friendly

2025-03-06 11:13:16

He was very friendly, informative and helpful as well as being supportive with my questions and queries.

2025-03-06 11:23:46

Taken early, blood test very efficient

2025-03-06 15:10:11

Good service and on time

2025-03-06 15:14:26

On time and very professional happy & friendly

2025-03-06 16:00:28

Very pleasant nurse who took my blood

2025-03-06 16:15:47

Friendly,efficient Problem (hopefully) solved

2025-03-06 16:40:00

Very good quality of consultation given by the practice.

2025-03-06 16:56:09 Fast

and caring

2025-03-06 17:30:29

Dr Hodgkins was very kind and was very thorough discussing my medical issues and has quickly referred me for further tests.

2025-03-07 09:32:04

On time, quick and efficient, although snapped when I moved the chair a tiny bit

2025-03-07 09:33:20

Helpful discussion of my problem and solution that we can follow

2025-03-07 12:24:00

Treated promptly and all necessary tests were dealt with

2025-03-07 15:04:55

Dr Zamir gave me good sound advice which I am now acting on .

2025-03-10 12:12:59

I came for RSV vaccination . A lot of time spent discussing ?

2025-03-10 14:12:06

Always very kind and professional

2025-03-10 16:44:11

Because my Doctor listened to everything I told her and made the right decisions as to what to do next.

2025-03-10 17:24:00

I had 3 appointments in 2 days (which sounds greedy but all were connected and necessary) and they were all handled professionally and sympathetically.

2025-03-11 11:04:13

Quick straightforward service

2025-03-11 13:10:28

I asked for a doctors appointment and explained why i needed one for my daughter. The receptionist made I asked for a doctors appointment and explained why i needed one for my daughter. The receptionist made me make an telephone app with a nurse practitioner which i didnt need as needed to see face to face. Had the appointment to be told i need to see a doc face to face. I dont know if she made the doc appointment or if im supposed to as she wasnt clear either way im now going to have to clog up the telephone line. Wait on hold for half an hour to find out the answer.

2025-03-11 14:04:49

I met with the nurse for my blood check. She was on time and very efficient in taking my blood.

2025-03-11 15:24:23

Very polite & informative.

2025-03-11 16:03:30 Clear
comments given.

2025-03-12 10:15:15

Efficient and on time

2025-03-12 10:51:44

As always very good

2025-03-12 12:15:58

Very informative.

2025-03-12 12:34:40

I was met both courteously and efficiently by the Practice Nurses.

2025-03-12 15:51:15

I have an issue with needles and going to the doctor in general, every one at the surgery are very kind and tolerant of my coping mechanisms.

2025-03-13 09:07:21

Efficient and cordial

2025-03-13 09:29:53

Very caring and willing to help

2025-03-13 09:50:18

Appointment was for blood test. Was taken on time with very pleasant nurse

2025-03-13 10:02:16

Followed up diagnosis with further next step to go for X-Ray to improve understanding of wrist pain

2025-03-13 12:25:08 Efficient
and on time.

2025-03-13 13:07:19
Quick and efficient

2025-03-13 14:52:12
A reassuring consultation with Dr.Hodgkins and two students.

2025-03-13 15:17:54
I only waited a few hours to get my blood test rang at 12.30 and was seen at 3.15 the same day brilliant thank you

2025-03-13 17:28:13
Very informative & listened to what I was saying & polite & friendly.

2025-03-14 09:49:25
I'm always treated with respect and kindness, I feel listened to in my appointments, unfortunately, as is the case everywhere it is very difficult to get a face to face appointment.

2025-03-14 09:51:49
Blood tests. In and out in 3 mins! Amazing

2025-03-14 11:37:00
The nurse was caring and considerate as it was very difficult to get blood from me.

2025-03-14 12:02:29
Despite them being extremely busy they so their best to help

2025-03-14 16:17:04
Great face to face consultation

2025-03-14 17:10:44
Great thank you

2025-03-17 10:32:22
Staff always helpful and friendly.

2025-03-17 13:24:36
I was asked how my visit for a blood test was. But what happens imnext?? My (3) medications are very shortly to run out and I have no further prescriptions to the next 12 months.

2025-03-18 09:20:40
Excellent patient care, all staff very friendly and professional

2025-03-18 10:02:58

Everyone very friendly and extremely professional as always

2025-03-18 11:07:26

Good but I need the result of the blood test please

2025-03-18 11:22:10

A constructive conversation and a plan to move forwards

2025-03-18 13:55:36

Please pass on my thanks to ANP Corinne and Sister Karen. When I was in contact with them last week they were so kind and understanding. I left feeling very grateful.

2025-03-18 14:14:01

Had to wait long time for an appt but otherwise good.

2025-03-18 15:34:08

Promptly seen. Good assessment. A way forward sketched out, which is workable.

2025-03-18 15:59:05

Even though dr Villarreal-Reales ask me to come back in six weeks about my possible skin cancer but I couldn't get an appointment for 12 weeks he didn't know why I was coming to see him, he thought it was about my blood pressure.

2025-03-18 16:58:11

Because I was provided with the information by the doctor, I needed.

2025-03-18 17:11:36

The doctor gave me the information I needed.

2025-03-19 09:10:31

Thorough and attentive

2025-03-19 10:47:48

Appointment was booked for a telephone call but recorded as a face to face. After 2 hours of waiting for the phone call I chased only to find appointment had been incorrectly booked therefore missed the appointment. Alternative was given for later that day but not with the GP I wanted to see

2025-03-19 11:51:57

Personal contact is far more informative than a written word albeit the latter is available to refer to at a later date?

2025-03-19 14:39:59 No
problems, as

2025-03-19 14:40:29 No
problems

2025-03-19 14:47:58

Polite, professional, competent, friendly

2025-03-19 14:49:05

Dr helpful, friendly, happy to listen and make further arrangements.

2025-03-19 16:37:17

Appt on time and friendly professional surgery

2025-03-20 09:26:37

On time and efficiently undertaken

2025-03-20 09:28:53

On time and very friendly.

2025-03-20 09:59:43

Excellent quick no problem operator.

2025-03-20 10:54:48

Staff excellent but getting an appointment in a timely manner is difficult.

2025-03-20 11:37:17

He was very polite and very helpful

2025-03-20 12:11:20

Friendly and efficient

2025-03-20 12:42:15

Kevin was prompt with his call and helped me kindly with my issue to my satisfaction

2025-03-20 13:13:45

Always more than happy with the staff at our surgery. They are always pleasant and lovely.

2025-03-20 14:06:47

Student drs were very thorough and helpful

2025-03-20 14:13:12

Very friendly and appointment on time

2025-03-20 15:32:37

As always very good

2025-03-20 15:59:11

The pharmacist had a professional, positive attitude

2025-03-20 16:58:32

Great service with a smile

2025-03-21 10:08:02

Nurse Karen was very efficient and carong

2025-03-21 12:35:53

Amazing team , highly efficient ,kind ,caring and thoughtful ,couldnt have wished for better .

2025-03-21 13:00:10

Dr Zamir is a true professional and has a rare quality in that she listens as well as giving advice. Any referrals are actioned without delay, Dr Zamir is a true asset to the practice.

2025-03-21 15:30:16

Because it was.

2025-03-21 16:38:47

Please STOP sending these requests every time I visit, its a waste of time and very annoying, thank you

2025-03-21 17:00:14

Very prompt and efficient

2025-03-21 17:04:07

Very friendly and helpful

2025-03-24 10:15:19

Sister Conway was her usual delightful self. Straightforward injection, all over in a minute.

2025-03-24 10:23:57

Prompt, efficient, cheerful and moved my treatment ahead.

2025-03-24 14:07:48

Checking in on the machine was easy. My appointment was only delayed a short while. The consultation was efficient and friendly and the follow up has been very quick.

2025-03-24 14:46:44 On
time attentive

2025-03-24 16:29:51

The nurse was very efficient.

2025-03-25 09:19:45

Was seen on time for my appointment. Nurse was very pleasant regarding treatment and informative

2025-03-25 11:24:08

Sister Linney is and always has been lovely. Injection delivered with no trouble. It's always a pleasure to see her.

2025-03-25 13:01:46

Good professional and friendly approach from Nurse Tracey

2025-03-25 13:40:56

Because as always I was listened to with patience and understanding and care. All of the staff at Back ends are lovely people.

2025-03-25 14:31:33

Availability of appointment was offered very quickly. Nurse taking blood sample very cheerful. Authorised by the very kind and professional Dr Hodgkins. Just looked at the APP think results are already in after a few days. Just waiting for Serum Lipid levels results. Super efficient.

2025-03-25 14:33:36

Good advice. I felt listened to and supported. Thank you.

2025-03-25 16:10:15

Very friendly and efficient

2025-03-25 17:14:09

Very informative, polite , helpful & listened .

2025-03-25 17:15:21

Dr zamir is great, but the waiting time is to long

2025-03-26 08:46:09

It was to take a blood sample. The nurse was professional, of few words, and satisfactory in the circumstances.

2025-03-26 10:10:27

My original question was whether I was at increased risk of bladder cancer. The urine tests were to look for blood in urine not infections. The discussion was only about infection. My died of bladder cancer 4 years older than I am now. For two years I've had a change in bladder behaviour I wanted investigated. The call was agreed to be on speaker (for students) but an accented voice was hard to understand and engage.

2025-03-26 10:53:26

Excellent doctor

2025-03-26 12:08:17

As usual nurse Karen was friendly, reassuring and efficient

2025-03-26 12:19:33

I have every confidence in my Dr.

2025-03-26 16:11:34

Prompt professional kind & considerate - if a visit to a Surgery can be an enjoyable experience this was it.....

2025-03-27 09:21:01

Service good but I strongly object to having to open the nhs app to fill in this pointless questionnaire every time

2025-03-27 10:05:34

Because very happy with there service and there help and understanding

2025-03-27 11:26:51

Extremely courteous, especially as I have been to the surgery on numerous occasions recently due to illness, always treated with respect . Thank you

2025-03-27 13:51:19

Always very good

2025-03-27 14:28:00

The appt was on time and the nurse was very professional and also very lovely!

2025-03-27 16:26:23 My
Opinion

2025-03-27 16:59:40
Doctor Nurse and all receptionist I have had excellent service from you all thank you all

2025-03-28 09:19:10
Although I had to wait a long time I did get to see a doctor

2025-03-28 09:56:24
Phlebotomist and her trainee were very kind and considerate

2025-03-28 10:00:55
Very prompt and efficient service

2025-03-28 10:05:07
The phlebotomist was lovely and caring but it did take three attempts to get any blood.

2025-03-28 10:28:45
The nurse was very efficient but not very friendly

2025-03-28 12:39:24
Very high quality of Service. Excellent Staff who are always polite, considerate and friendly.

2025-03-28 14:21:06
This was a telephone appointment for a repeat prescription. Quick and clear conversation.

2025-03-28 15:54:36
the doctor i spoke with was so lovely and helpful 10/10 however when i left i had a horrible experience with the receptionists on duty at the time many thanks

2025-03-28 16:06:24
Lovely young dr students. But my prescription is not yet at the Pharmacy. Can you please send it so I can get the cream please? Thanks!

2025-03-28 17:28:03
On time good result easy to talk and explain my app details

2025-03-31 16:13:34
On time easy to discuss problems
