

# NHS Friends and Family Test 2023

September 2025

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

Free text question. There were 169 responses:

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2025-09-01 08:30:08

I can always get advice or help when I need it. Last week, Dr Christie was very helpful by clarifying medication

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2025-09-01 09:50:29 speak as you find - great service  
- many thanks.

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2025-09-01 10:23:17

Attentive staff on reception took my case seriously and managed to get a call back quickly. Nurse Corinne really on the ball and junior doc who saw me was sympathetic and knowledgeable

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2025-09-01 12:13:18

My appointment was arranged and carried out on time.

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2025-09-02 08:07:45

Helpful team

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2025-09-02 09:19:24

Very efficient reception staff, Dr Harris was very kind and gave me time to talk about my concerns.

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2025-09-02 09:32:40

The nurse was very kind & efficient at drawing my blood quickly.

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2025-09-02 09:54:00

It was a long standing appointment for a blood test. I didn't have to wait long in the waiting room (about 1minute). The test was completed quickly and efficiently.

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2025-09-02 11:46:57

Really helpful and patient

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2025-09-02 12:56:47

Had to have a succession of appointments recently, all booked easily and executed on time. Thank you!

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2025-09-02 13:19:33 Very  
helpful advice.

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2025-09-02 13:25:36

Thank you to another friendly and efficient member of your staff

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2025-09-02 15:22:36

Excellent mental health support for my child. Concerns were taken seriously and my child felt listened to

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2025-09-03 08:55:52

Very polite and competent nurse

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2025-09-03 09:08:40

Promptly saw nurse Angela at my designated time. Angela Volpe is always pleasant, courteous and professional. A credit to the NHS.

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2025-09-03 09:44:15

No waiting and efficient treatment with kindness.

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2025-09-03 11:13:47

So kind and helpful

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2025-09-03 13:32:01

On time and efficient service.

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2025-09-03 14:42:51

Dr listened and discussed options my with me

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2025-09-03 14:50:47

Dr Zamir makes you feel relaxed in her company She is very approachable professional and caring An A1 GP so glad I am under her care

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2025-09-03 16:05:54

On making an appointment to see my GP, I was first given a phone consultation to discuss the health issue. Following this blood tests and an appointment at the surgery were arranged. This resulted in a more productive GP consultation as well as saving time for both the GP and myself.

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2025-09-04 08:26:54 On  
time

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2025-09-04 10:21:09

Clear advice and explanations of the nature of new medication and consequences for health.

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2025-09-04 10:25:07

Very efficient and pleasant appointment with trainee doctor Judy

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2025-09-04 10:33:15

I felt listened too and my doctor had a lovely manner and supportive and helpful attitude.

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2025-09-04 13:17:38

Very caring

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2025-09-04 13:20:16

Friendly precise Doctor who did not try and rush the appointment

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2025-09-04 13:45:04

Excellent, efficient and friendly treatment from nurse Kate!

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2025-09-04 14:09:12

The doctor was very understanding and explained everything fully. I always find the doctors and the reception staff to be very friendly and approachable. Excellent.

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2025-09-04 14:54:10

Very cheerful nurse. Everything explained.

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2025-09-04 15:32:47

Very prompt response to my needs. Clear and helpful follow up.

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2025-09-04 15:56:26

Helpfull Nd prOfessional

2025-09-04 16:08:37

I spoke to the Clinical Pharmacist and they were extremely professional

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2025-09-04 16:30:00

Good advice

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2025-09-05 07:32:08

You only provide a standard service as per expectations

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2025-09-05 08:22:49

Very efficient and friendly doctor

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2025-09-05 09:35:44

Dr Hodgkins was very helpful and very attentive to my concerns.

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2025-09-05 09:41:30

Dr Zamir is always the best

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2025-09-05 10:02:01

Prompt, nice interaction, excellent work by the staff.

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2025-09-05 11:31:45 Just  
excellent

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2025-09-05 12:17:50

My time with Dr Hodgkins was useful she listened and gave me good suggestions on how to help my condition. The only reason for not give VG is the fact it took 4wks to get a face to face appointment

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2025-09-05 12:18:43

Very kind caring nurse

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2025-09-05 13:05:22

Just a good all round service

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2025-09-05 13:12:33

Just very good ,appointment on time and fully efficient.Thank you

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2025-09-05 13:47:47

Because. That is how. I find the service and when they had made an error apologised

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2025-09-05 14:16:21

Doctor was very compassionate and thorough.

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2025-09-05 15:28:54

Professional and empathetic staff, appointment on time.

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2025-09-05 16:13:20

The Nurse was on time, very efficient but friendly and helpful too.

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2025-09-08 10:21:14

I was seen within the week

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2025-09-08 11:45:46

Prompt service with a smile

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2025-09-08 12:33:46

I had a very detailed & extensive review by a very knowledgeable & professional nurse. Thank you.

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2025-09-08 13:42:29

Everyone is always friendly, helpful and efficient

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2025-09-09 08:07:57

Prompt, quick and friendly

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2025-09-09 09:05:23

Angela was very kind, as always

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2025-09-09 10:22:08

My appoint was changes to a telephone consultation due to GP illness, however the call was all that was needed

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2025-09-09 10:34:36

Nurse very efficient and pleasant.

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2025-09-09 10:41:34 She  
was very efficient.

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2025-09-09 10:48:47

Nurse very pleasant and polite.

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2025-09-09 10:50:39

I came for a blood test and no matter how many times you have this done, it doesn't become any more pleasant. However, when someone with empathy and is so genuinely cheery is carrying out the procedure, you walk away from the whole experience smiling. Thank you Carol.

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2025-09-09 10:58:16

All staff are helpful and efficient. I would have given top marks but there is some difficulty in getting appointments swiftly.

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2025-09-09 11:16:43

My GP knows me now and us very considerste and knowledgeable.

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2025-09-09 12:28:25

No issues with your service.

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2025-09-09 13:07:30

Tracy is always very helpful and gives me very good advice.

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2025-09-10 09:28:01

Useful conversation. Follow up agreed.

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2025-09-10 11:14:39

I was not looking forward to my meeting with Kevin following a request from my consultant to make a formal complaint, but Kevin proved there had been a conflict in the consultants recommendations. All was thankfully resolved amicably.

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2025-09-10 11:57:15

Nurse was very helpful, friendly , professional and efficient.

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2025-09-10 13:58:59

Only had bloods taken with nurse

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2025-09-10 15:38:16

Efficient and prompt

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2025-09-11 07:59:01

Very efficient

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2025-09-11 08:27:51

Gave a full explanation as to the next step re treatment.

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2025-09-11 08:43:53

I arrived early and was seen early rather than have to wait. Nurse was/is very pleasant and friendly, whilst getting on with the vaccination without delay.

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2025-09-11 09:11:27

Called when she said she would Listened Care careful considered advice Seemed to care

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2025-09-11 09:22:08

Very good friendly and professional service

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2025-09-11 09:45:31 called straight in , a comfortable experience, confirmation of tests to be made

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2025-09-11 09:45:38

On time and very friendly

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2025-09-11 10:47:49

Doctor was very reassuring, confident and clear in her communication

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2025-09-11 10:49:18

I was seen very quickly, easy to make appointments on NHS app very helpful

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2025-09-11 10:57:08

I had a 20 minute wait to see the doctor but they were apologetic and friendly when I saw them

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2025-09-11 12:36:58

The person I saw, is and was lovely.

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2025-09-11 13:05:25

Dr Hodgkin listened to my problems and changed my prescription accordingly.

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2025-09-11 13:24:39

Always happy to help you. kind and considerate

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2025-09-11 14:17:34

Considered advice.

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2025-09-11 15:48:05

The staff are always helpful. Dr Hodgkins is approachable and thorough

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2025-09-11 16:10:33

Very good as always nice and quick.

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2025-09-12 08:20:10

Outstanding GP trainee, listened to all of my concerns. Empathetic and very thorough. Very knowledgeable. Thank you.

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2025-09-12 08:35:35

Easy to make my appointment once invited to do so by the surgery, using the link.. seen punctually on the day, and very efficient service.

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2025-09-12 11:26:36

Everyone at the surgery is always very pleasant. I was seen today for blood tests. The appointment was on time, the nurse was lovely, very friendly and professional. My "sharp scratch" was non existent, I didn't feel a thing.

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2025-09-12 14:02:30

Very pleasant and helpful nurse.

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2025-09-12 14:09:34

Earlier time in and out in 10 minutes

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2025-09-15 09:25:21

Everyone has been so helpful, positive and efficient. A great clinical and administrative team. Many thanks

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2025-09-15 10:13:53

Pharmacist was very helpful

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2025-09-15 11:46:59

The nurse was delightful and carried out the blood test efficiently and painlessly.

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2025-09-15 15:20:29

Doctor took time to listen

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2025-09-16 07:42:11

As ever, on time and blood samples taken with care and skill.

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2025-09-16 12:51:15

Appointment on time, plus efficient and friendly, perfect

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2025-09-16 15:48:10

On time and concise discussion

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2025-09-17 08:21:09

I had to wait a while, part of which was standing as the waiting room was so crowded at that moment in time

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2025-09-17 08:56:32

Everyone is always friendly and helpful

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2025-09-17 08:59:03

Excellent as usual

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2025-09-17 09:14:13

On time appointment, helpful and informative nurse. Could not have been better.

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2025-09-17 10:01:10

Staff is very friendly and helpful

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2025-09-17 15:44:56

I was given plenty of time for my appointment and I was happy with the outcome

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2025-09-18 08:47:43

On time, excellent GP knowledge and manner

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2025-09-18 10:47:14

The doctor,nurse and staff are so helpful and patient friendly.

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2025-09-18 11:24:28

I am new to this surgery and I must say that I am very impressed.

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2025-09-18 11:43:50

Very efficient and caring service from all staff, as usual.

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2025-09-18 12:21:51 So  
efficient

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2025-09-18 12:22:42  
Dr Zamir is always so friendly, kind and efficient.

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2025-09-18 13:29:27  
A kind and clear approach to all my problems

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2025-09-18 13:35:50  
The phone call served its purpose!

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2025-09-18 14:08:06  
Nurse attentive to my questions and looked interested (without being bored)

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2025-09-18 15:17:19  
The doctor gave me the time to explain why I was there & was very thorough with the examination & the advice she gave.

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2025-09-18 15:18:25  
As always very nice and very helpful.

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2025-09-18 15:19:47  
My doctor always listens to me and is most attentive. She always tries to help me with my problems as much as She can and is most kind.

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2025-09-18 15:48:06  
All good - prompt - clear.

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2025-09-19 08:36:20  
I underwent a procedure to relieve symptoms of carpal tunnel inflammation. The injection was painless and the doctor's manner was friendly and professional as was the nurse's in attendance. It is too early to know if the procedure was a success.

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2025-09-19 08:57:40  
Pharmacist was very helpful.

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2025-09-19 09:28:27  
The medical help and support was excellent.

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2025-09-19 10:37:19  
Blood test taken quickly and on time.

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2025-09-19 11:46:37  
Friendly and efficient

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2025-09-19 13:11:20  
The nurse was very helpful and pleasant. I was also seen at the appointed time.

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2025-09-19 13:28:50

Seen on time every thing explained to me new appointments made

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2025-09-22 08:23:24

Waiting 15 minutes after appointment time.

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2025-09-22 08:24:38

Pleasant efficient and helpful appointment.

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2025-09-22 08:25:41

Professional and friendly service.

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2025-09-22 09:32:09

I think overall I have had a very good service

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2025-09-22 13:53:00 the doctor made me feel  
listened to finally

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2025-09-23 09:46:50

Very nice chat with the GP, helpful advice. Very nice reception service.

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2025-09-23 10:28:02

The blood test was effortless plus I received helpful answers on two queries, one to the pharmacy and one at reception regarding how to book an appointment for two months time.

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2025-09-23 12:47:34

Very good consultation, have a plan to go forward. Thank you

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2025-09-24 08:24:36

Karen is a brilliant nurse. So warm and friendly.

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2025-09-24 09:02:34 No

Messing about

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2025-09-24 09:03:40

Personal touch

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2025-09-24 09:18:18

Friendly helpful staff

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2025-09-24 11:21:21

I was offered a junior doctor appointment and it was offered almost as a consolation prize, but my appointment with Dr Aloysious was the most thorough and satisfying I've had for a long time. She was superb and a real asset to the surgery.

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2025-09-24 12:28:41

Very helpful and informative.

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2025-09-25 09:49:42

Helpful reception and secretary Faye also very helpful

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2025-09-25 09:56:04

Yes I was seen by a G P referred to a physiotherapist! Good to see G.P as for the Physiotherapist full examination, reminding me that I am the age I am and recovery from an accident takes time and needs to be accepted with gentle exercise

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2025-09-25 10:05:39

Dr Christys provided a full explanation to me of recent tests so that I knew how to conduct my medical health for te future.

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2025-09-25 10:14:18

New doctor doing her best

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2025-09-25 10:17:14

The receptionist showed exceptional kindness and was extremely helpful going above and beyond to help me. The speed at which I was gives an appointment. The kindness and thorough examination by the doctor.

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2025-09-25 11:45:47

Experience was good, I was listened to care and my concerns about my health were investigated

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2025-09-25 12:17:30

Polite telephone appointment with helpful information.

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2025-09-25 12:27:16

Although appointment was 15 mins late I was happy with doctors prognosis I received

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2025-09-25 15:00:50

Very nice call and not rushed

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2025-09-26 08:18:26

Telephone service has been good

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2025-09-26 08:38:52

Seen promptly and efficiently

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2025-09-26 08:58:32

Newly qualified doctor, listened and gave constructive advice.

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2025-09-26 09:17:37

Attentive and helpful service at all times when surgery is open

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2025-09-26 10:17:47

Went in on time and phlebotomist was lovely

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2025-09-26 10:22:16

Very professional service

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2025-09-26 10:51:35

Kevin is always efficient and knowledgeable

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2025-09-26 15:16:56

Very helpful conversation

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2025-09-26 15:18:20

Appointment on time

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2025-09-29 07:49:14

Excellent service

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2025-09-29 09:37:29

Quick, friendly and professional

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2025-09-29 10:06:06

Prompt attention and process.

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2025-09-29 12:39:12

Staff excellent, waiting time long.

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2025-09-29 12:39:43

Rude reception staff - they do not greet you to say hello, they just look up from their desk and expect you to talk first.

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2025-09-29 16:28:29

I had a satisfactory appointment with the Dr and appropriate tests were requested.

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2025-09-29 16:29:29

I had my appointment with a confident and efficient phlebotomist.

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2025-09-30 09:52:18

Excellent appointment with Steve.

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2025-09-30 11:20:34

The team on reception go above and beyond to get your appointments sorted and the nurse Angela has always made me and my children calm and happy.

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2025-09-30 13:08:53

Friendly and professional.

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2025-09-30 14:07:56

Very professional team

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2025-09-30 14:37:25

High standard of service by highly trained staff

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2025-09-30 14:44:35

Not long to wait for an appt to be available . Only a small delay for the appt time.

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2025-09-30 14:57:41

An efficient, knowledgeable and friendly service - thank you.

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2025-09-30 15:17:50

Proactive, positive, responsive - everything you want from your GP service.