

NHS Friends and Family Test 2023

December 2025

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

Free text question. There were 197 responses:

2025-12-01 09:44:25

I had 2 appointments 1 for a blood test & 1 for a vaccination with half an hour between them. I asked the helpful receptionist if a doctor could exam my ear whilst I waited for the second appointment. It was no problem, I saw a trainee doctor & a GP. Very helpful. Thank you.

2025-12-01 10:16:28

Good consultation with the doctor excellent

2025-12-01 12:34:25

Quick efficient and painless vaccination

2025-12-01 13:31:08

Quick and efficient

2025-12-02 09:05:30

Excellent staff and surgery

2025-12-02 09:07:41

On time, efficient, friendly

2025-12-02 09:43:56

I had quite a long wait and the consultation room seemed extremely messy and disorganised. The doctor struggled to find the equipment needed. However, I was treated with great respect, thoroughness and professionalism with follow-up appointments immediately arranged. My wait to secure an appointment was 12 days. However, once in the room, the treatment is exceptional.

2025-12-02 11:24:58

Satisfied with all aspects of my appointment

2025-12-02 11:27:44

Extremely efficient. Out before my official in time.

2025-12-02 11:37:55

Punctuality

2025-12-02 16:53:30

Great chairside manor

2025-12-02 17:07:33

They always very helpful

2025-12-02 18:02:48

Excellent care.

2025-12-03 09:49:35

Because my Doctor is caring, helpful, kind and really, really listens to me.

2025-12-03 10:03:19

Excellent surgery, appointment times are kept so no waiting around, staff are friendly and professional

2025-12-03 10:52:05

On time and a good response re my blood results

2025-12-03 11:02:58

Only waited 10 minutes, the nurse was kind and professional.

2025-12-03 11:52:50

Prompt, and kind

2025-12-03 11:56:23

Straighforward help

2025-12-03 16:42:54

Always helpful, respectful, polite

2025-12-03 16:43:37

Friendly, competent. Feel I am being cared for

2025-12-03 16:44:50

Much easier booking system online. Same day call back and prescription issued in timely manner

2025-12-03 16:52:04

I was given time to put my issue across, and then a plan of action.

2025-12-04 08:21:12

The clinical pharmacist is the most efficient service compared to the rest of the NHS. The pharmacist himself is efficient and listens to any issues regarding medication.

2025-12-04 08:49:16

Kevin was easy to talk to and very helpful and I appreciate it.

2025-12-04 08:51:12

Appt on time and quickly dealt with

2025-12-04 09:06:19

A more efficient service in place which aids the speed of follow ups

2025-12-04 09:32:54

My doctor listens and understands

2025-12-04 09:42:36

I had to call in and rearrange. The receptionist was super helpful

2025-12-04 09:43:17

Everyone was very polite, friendly and efficient

2025-12-04 10:02:09

Kept me waiting . Last minute change to trainee doctor who was also confused. . Everything on this appointment could have been sorted out a month ago on my last visit.

2025-12-04 10:20:40

My GP was excellent. The dispensary is excellent. Reception is much better than it was with new helpful receptionists.

2025-12-04 10:47:09

Very professional.

2025-12-04 12:41:54

Seen quickly by an extremely pleasant nurse

2025-12-04 14:42:05

I was seen promptly and efficiently

2025-12-04 14:43:03

I was seen promptly and efficiently

2025-12-04 16:58:36

Very friendly and efficient

2025-12-04 17:47:57

On time, friendly staff and review carried out successfully.

2025-12-05 08:23:55

Friendly nurse, did everything efficiently

2025-12-05 09:43:03

Short wait, friendly and efficient nurse

2025-12-05 09:48:06

Attentive, friendly

2025-12-05 10:27:52

No waiting-all very professional

2025-12-05 10:45:02

Professional, prompt and polite.

2025-12-05 10:46:20

All done very quickly

2025-12-05 10:56:27

2025-12-05 11:31:25

Injection checked, administered efficiently with minimal discomfort and nurse friendly.

2025-12-05 13:48:02 N/a

2025-12-05 14:42:51

Caring , polite & helpful staff .

2025-12-05 14:44:32

Doctor was very good

2025-12-05 15:24:46

The real frustration is the long wait time for appointments . Otherwise service is very satisfactory

2025-12-05 18:25:23

L 9I

2025-12-06 00:12:42

Phlebotomist was kind and efficient.

2025-12-06 09:50:09

So good to see my GP in person and for him to give me time to discuss my health challenges

2025-12-06 09:51:50

Kindness, procedure explained and done with minimum discomfort professionalism and good humour

2025-12-06 10:24:03

Everybody pleasant helpful .

2025-12-06 14:17:12

Nurse telephone appointment was clearly audible and discussion very thorough.

2025-12-06 18:05:16

Friendly and efficient

2025-12-07 10:59:30 Usual

excellent service.

2025-12-07 15:09:13

Prompt, professional and friendly service. A mobile screen in the Procedures room would have made a positive difference. Slipping off tights & trousers for a thigh injection in general view, was not 100% acceptable.

2025-12-07 15:28:22

I found Dr Bryson to be excellent. He listened sympathetically, explained everything clearly, and followed up our discussion with further helpful pointers. He's great!

2025-12-07 16:31:44

Very helpful

2025-12-08 09:49:30

Ok

2025-12-08 12:31:19

I was seen promptly nursing staff are all great.

2025-12-08 12:32:23

I was seen promptly. Nursing staff always kind and efficient.

2025-12-08 18:02:37

Because it was good

2025-12-08 22:12:14

Friendly staff that are professional. Little wait and everything went smoothly

2025-12-09 09:28:34

For years I have been struggling with perimenopause and have had repeated appointments over this time with different symptoms. None of which have led to any help or even acceptance that it is perimenopause that is causing them. Now I have been advised to book a blood test for hormones which must be crazy because unless you're going to have a test every day for a month what is one day going to tell you when your hormone levels are fluctuating so wildly? Are you suggesting in all seriousness that if I have "normal" hormone levels on one day there isn't a problem and I'm just making up two years worth of symptoms?

2025-12-09 11:33:30

It was a brief consultation that resulted in me being referred to the Nurse Practitioner.

2025-12-09 12:11:46

As always very professionnel and frie ndly o

2025-12-09 12:38:12

I have NEVER had less than brilliant experiences at this surgery

2025-12-09 13:59:54

Fast efficient and friendly service as always

2025-12-09 14:01:00

Very friendly and professional. Cannot fault the service I have received

2025-12-09 14:06:26

Nurse kindly gave flu jab at same time saving me having to come again and freeing up an appointment for someone else

2025-12-09 16:02:36

Fabulous nurse, really patient, kind and encouraging

2025-12-09 17:11:54

The Sister was very professional and made the procedure easy.

2025-12-10 09:09:38

I didnt recieve a phone call

2025-12-10 09:34:07

Very happy, had blood test, then evg monitor fitted all in one appointment

2025-12-10 11:10:05

I had two separate appts an hour apart, the latter squeezed in by receptionist Tracey at short notice. Angela Volpe noticed I was there during my first appt expertly done by Caroline Gent and thought waiting an hour would be a pain so she saw me straight after my first appt. So several acts of real kindness and very much appreciated.

2025-12-10 12:03:06

Promptly seen - very efficient

2025-12-10 12:39:18

I was able to have a good conversation with the nurse and a good outcome

2025-12-10 17:07:26

Prompt and helpful

2025-12-10 19:54:11

As always staff brilliant

2025-12-10 19:55:20

Information spot on know where i stand very professional

2025-12-10 21:57:01

No problems just help

2025-12-11 08:51:54

So efficient and Carol, the Phlebotomist was brilliant.

2025-12-11 09:34:34

Excellent and professional medical review and made very aware of everything

2025-12-11 09:42:10

Friendly and knowledgeable clinician. Appointment was on time.

2025-12-11 10:08:17

On time and very efficient. Everything went smoothly and professionally

2025-12-11 10:15:15

My appointment was on time, the nurse was very approachable and informative

2025-12-11 10:30:28

On time clear advice and instructions

2025-12-11 13:31:18

Super helpful!

2025-12-11 16:09:59

Felt listened to and good advice given

2025-12-11 17:24:38

On time. Allowed time to cover all points.

2025-12-11 17:34:04

I had a flu jab - it was easy and the medical practitioner (apologies I don't want to give an incorrect role name) couldn't have been better - very good to speak to, relaxing and professional

2025-12-11 17:47:57

Joanne is a very good nurse

2025-12-11 20:14:42

Appointment on time no bruising or pain after blood taken, frendley polite lady

2025-12-12 09:44:16 On

Time

2025-12-12 10:28:44

Very happy with the service from all key of the surgery

2025-12-12 11:47:13

Everyone were kind, personal and understanding

2025-12-12 13:22:42

Appointment was on time - and the blood sample was taken quickly and painlessly

2025-12-12 15:37:23

Very good an caring doctor hogkinson

2025-12-12 15:48:02

I am very happy with the care and attention given by the professionals and reception girls at the surgery.

2025-12-12 17:03:21

All very helpful as usual. I've been going there for nearly 30 years and it's no exaggeration to say they have saved

my life

have saved my life

2025-12-13 11:03:16

I have an extremely good experience when I see Tracey, she is so lovely, personable and remembers me everytime. She makes me feel at ease. I'll be honest I haven't had a good overall experience since I started with the surgery, I go for bloods every 4 weeks and the nurse never remembers who I am, I have to ask for a plaster as I have a reaction to the tape and she never remembers, which makes me feel a bit awkward asking each time. I do come to the doctor's quite a lot due to having cancer, so perhaps I'm a bit more critical but it's only because the whole experience is triggering for me and I prefer it when I'm seen as a person rather than a number or a tick box exercise. I worry about picking up germs from the waiting room (low immune system due to treatment). I did have a terrible experience when I joined, trying to sort a mammogram out which I was due (annual due to cancer) and requested by my previous hospital). As it turns out the cancer had come back, so a speedier response would have been better for me, stopping the spread. The Positives are that I don't have to wait too long for my appointments, the Dr is accomodating whenever I need something, call backs are quick and efficient, I like the online booking

service, receptionists are sometimes hit and miss but the last few have been quite friendly. I appreciate the NHS and all the hard work you do, it must be very hard with lack of staff, resources and money so you do try really hard with what you have and I'm truly grateful. So, some negative and some positive points, which are all meant to be constructive, but overall I have my needs met. I think if having a more personable experience was enhanced it would be brilliant.

2025-12-13 12:09:43

Very pleasant nurse took a blood sample .

2025-12-13 12:22:05

Simply the care shown for patient concerns.

2025-12-13 12:26:33

Prompt service, welcoming staff, painless process

2025-12-13 13:00:58

Professional, prompt and courteous.

2025-12-13 13:04:14

Good communication. And very rapid same-day follow-up which was much appreciated.

2025-12-13 13:31:49

Same as always very good

2025-12-13 14:08:33

I would have ticked very good but as I was the first appointment after lunch I still wasn't seen on time

2025-12-13 15:58:48

The nurse practitioner was fantastic. She was so friendly and professional. The appointment was very thorough and I felt much more at ease as she had listened to my concerns.

2025-12-13 19:45:18

Very thorough and productive appointment. I feel confident that things are being fully investigated and that I have a clear plan of action. Thank you.

2025-12-13 19:50:38

Listening good

2025-12-13 20:55:29

I can tell my doctor truly cares about my health & wellbeing.

2025-12-14 11:36:12

Very friendly staff, appointment 15 mins late which seemed surprising for an early one.

2025-12-14 18:07:22

Doctor listened to me, did not rush, made me feel like I actually mattered.

2025-12-15 09:04:06

Always a good welcoming experience

2025-12-15 13:48:17

Very efficient and friendly

2025-12-16 10:34:07

Worthwhile consultation with Dr Zamir

2025-12-16 11:06:19

Brought my son to see Dr Wu, she was great with him.

2025-12-16 13:36:43

A sensible and informative discussion about my medication.

2025-12-16 15:48:25

Appoint was slightly late but otherwise great

2025-12-16 15:52:43

Always good

2025-12-16 18:27:40

My doctor is always helpful

2025-12-17 08:53:03

Calm and relaxed in the waiting room

2025-12-17 09:58:39

Although I had to wait a while for an appointment I received good care and friendly service

2025-12-17 10:17:30 Felt

understood

2025-12-17 10:37:09

Very patient and understanding, listened to my ongoing health issues and provided a high level of care and support

2025-12-17 11:31:33

Expertise in taking a blood sample and with friendliness and care.

2025-12-17 11:54:42

Clear advice and treatment for myself delivered in a friendly and understandable way.

2025-12-17 11:57:11

Expert attention & friendly ,which makes it more pleasant

2025-12-17 17:12:17

Frosty manner of clinician

2025-12-18 08:59:15

Prompt professional

2025-12-18 09:16:17

Was in and out in short time

2025-12-18 09:58:58

I feel very much listened to and supported also Seen very quickly when needed. I feel extremely lucky to have such a great GP service. Thank you

2025-12-18 10:02:19

Excellent all round service

2025-12-18 10:10:49

Doctor listened, examined, discussed and advised. Felt comfortable and reassured. Promo arrangement for follow up.

2025-12-18 10:46:38

Seen in time, blood taking efficiently and with humour

2025-12-18 10:48:46

A thorough review, plus a two way conversation regarding moving forward with pain management. Very helpful and informative

2025-12-18 10:52:23

As usual friendly quick and professional service

2025-12-18 11:02:47

A bit of a wait but surgery was very busy. Good discussion with Doctor Christy's. He explained my hand condition in full detail, told through all solutions and what is the next step. Now waiting for a hospital appointment. Very good visit.

2025-12-18 11:06:29

Efficient and professional

2025-12-18 13:14:39

My appointment with Tracey was very quick but everything I needed.

2025-12-18 13:25:51

Always amazing

2025-12-18 14:06:34

The pharmacist thought it ok to continue with Kliofem with my gallstones! Until I pointed out it's a potential side effect for gallstones. He then suggested a patch which I'd already thought of. So a pointless call I'm afraid

2025-12-18 15:17:28

Appointment was on time. The man that I saw was nice.

2025-12-18 15:24:17

Was so helpful and understanding

2025-12-18 15:27:05

Dr. Zamir always empathetic and listens attentively.

2025-12-18 16:30:23

No reason to complain, friendly & efficient clinician

2025-12-18 16:39:31

Nurse was prompt.,courties & efficient .

2025-12-18 16:43:32

Excellent service always polite and respectful

2025-12-18 17:52:17

Well looked after throughout this episode.

2025-12-19 10:37:32

Compassionate and caring

2025-12-19 12:01:49

Always good all round even though they are busy

2025-12-19 12:45:04

I felt time was taken with me and everything clearly explained.

2025-12-19 13:04:31

Caring and helpful serice at all times.

2025-12-19 13:33:45

you all work very hard and you all make us all welcome and very mindful and in a world where we all should be kind to everyone and the hand of friendship goes a long way to everyone. Merry Christmas and Happy new year to you all - see you in 2026.

2025-12-19 15:15:47

Service excellent staff brilliant

2025-12-19 15:47:11

Surgery dealt with my problem early and I was able to see a doctor who was excellent.

2025-12-19 15:54:06

Surgery dealt with my problem urgently and my doctor was excellent

2025-12-20 09:26:03

Professional, prompt and pleasant

2025-12-20 11:25:42

Karen was so caring and efficient.

2025-12-20 14:18:34

Efficient, prompt and friendly

2025-12-20 15:03:30

I made an appoint for my flu vaccination. I received a reminder. I was given a warm welcome on the day and the nurse explained about the vaccine I was being given.

2025-12-20 16:34:11

Excellent service

2025-12-20 19:54:57

Very friendly and efficient Thanks

2025-12-21 08:23:18

Timely & thorough appointment

2025-12-21 10:33:29

25 mins late but now have correct medication which is resolving my problem. The process did expose the limitations of sys online though.

2025-12-21 11:59:48

Nurse brilliant but last twice I have been in, the receptionist has told me she will be with me in a minute, I have waited 5 mins each time, she was not on the phone at the time. If on the phone it is acceptable but was not!

2025-12-21 12:42:05

Efficient and kind

2025-12-21 12:43:17

Friendly and efficient (and fitted me in even though I had time slightly wrong !).

2025-12-21 14:18:55

Dr Zamir was very polite and helpful

2025-12-21 14:19:23

Always very good!

2025-12-21 19:02:28

My planned appointment went very well with my doctor

2025-12-21 22:59:57

Everyone so helpful and efficient.

2025-12-22 17:20:47

Very positive nurse with all the information good vaccination.

2025-12-23 13:16:21

Professional friendly service

2025-12-23 14:35:51

Tracey is an excellent District Nurse

2025-12-23 17:29:52

Punctual and charming

2025-12-23 18:01:44

Because I was treated professionally and with dignity all issues clearly explained clearly which

2025-12-23 20:24:51

Appointment on time and blood expertly taken.

2025-12-24 11:49:34 as usual very concise

and professional

2025-12-24 13:46:12

Staff are amazing, welcoming and supportive.

2025-12-24 15:59:36

I had forgot the appointment but Sister Tracey thoughtfully contacted me. Later her discussion of the INR results was careful and considered.

2025-12-25 09:34:55

Prompt , problem understood , pills subscribed

2025-12-25 09:42:31

Very thoughtful nurse who took bloods, didn't rush me and took time to talk through tests - thank you

2025-12-25 10:06:40

Painless, professional and pleasant

2025-12-25 10:39:09

Excellent as always

2025-12-26 13:00:54

Doctor was very helpful, not rushed, actually made me feel like an individual, I'm very grateful.

2025-12-26 19:41:22 As

always.

2025-12-28 03:24:01

My appointment was made swiftly, and very courteously by the Reception staff. Dr. Hodgkins was extremely caring, thorough, and helpful, and excellent putting me at ease. I felt in very capable hands. All matters of concern to me were taken seriously, and treated compassionately.

2025-12-30 10:02:26

Tracey saw me on time and dealt with me efficiently and with kindness.

2025-12-30 10:19:00

Dr Bryson - very polite, friendly and thorough. Gave us time to explain the situation. Listened to us and made us feel heard. Thank you.

2025-12-30 10:24:19

Excellent and caring service

2025-12-31 09:21:21

Blood test straight forward and good advice about other issue.

2025-12-31 15:54:33

Very quick