

NHS Friends and Family Test

January 2026

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

Free text question. There were 224 responses:

2026-01-01 10:18:48

Bit disappointed that I was advised to go to Specsavers for a hearing test and not through NHS.

2026-01-01 11:11:15

In on time and out very quickly.

2026-01-01 13:20:23

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2026-01-01 13:51:08

Always helpful, monitor our health well, regular checks.

2026-01-02 10:57:07

Saw the nurse at the appointed time. Nurse was very pleasant and gave good clear feedback on what I needed to do.

2026-01-02 14:31:01

Professional

2026-01-02 14:35:29

On time and very efficient.

2026-01-04 18:08:24

Friendly helpful and informative nurse

2026-01-05 14:22:28

Very helpful & friendly staff .

2026-01-06 10:12:35

Staff were really helpful and I was seen promptly.

2026-01-06 12:20:45

The information that is supposed to be available is not and I therefore am having to wait ridiculous amounts of time !

2026-01-06 13:54:00

The nurse was very supportive, kind and informative

2026-01-06 15:06:18

I saw Dr Bryson again. He is a very caring and kind Doctor. He is doing everything he can to find out what is wrong with me.

2026-01-06 16:46:50

Efficient and professional

2026-01-07 09:20:32

Easy check-in, seen on time. Concise & clear advice. Friendly but professional

2026-01-07 09:35:02

Helpful professional pleasant to deal with

2026-01-07 09:56:37

Very efficient and helpful

2026-01-07 10:23:34

So efficient and Kevin was lovely and very easy to talk to.

2026-01-07 11:05:24

Sensible I found discussion of needs.

2026-01-07 11:52:42

On time and extremely pleasant and informative

2026-01-07 15:06:36

Efficient pleasant staff

2026-01-07 21:39:10

Excellent service

2026-01-07 22:39:04

The nurse was very kind, professional and helpful.

2026-01-08 06:11:41

Kevin is personable, knowledgeable and a clear communicator.

2026-01-08 10:23:05

Always so professional and patient

2026-01-08 11:36:17

Always friendly and super efficient

2026-01-08 12:02:27

Seen promptly

2026-01-08 12:23:37

Prompt and thorough appointment

2026-01-08 12:52:20

Telephoned on time and arranged blood test efficiently.

2026-01-08 13:18:53

So helpful with advice about medication and side effects. Very reassuring, thank you so much

2026-01-08 14:56:22

When I go to doctors they are always excellent to me doctors nurses and all receptionist staff Thank you very much

2026-01-08 16:22:19

I was seen promptly, the GP listened to me and gave me time to ask questions, explained what the problem might be and gave me options for further action. She did a referral for a hospital appointment there and then and the appointment is next week.

2026-01-08 17:15:03

The phlebotomist was excellent.

2026-01-08 17:36:56

I gave blood without any dramas

2026-01-08 19:33:01

My appointment with the nurse was prompt and conducted in a very pleasant and efficient manner

2026-01-08 19:47:37

Carol is so kind and caring, always feel relaxed when she takes my blood .

2026-01-09 02:13:27

Friendly and efficient team

2026-01-09 05:58:34

GP - Dr. Hodgins very caring, patient, thorough and highly professional in all areas.

2026-01-09 09:19:45

Always excellent service from the whole of the practice

2026-01-09 09:26:41

Prompt efficient friendly

2026-01-09 10:41:49

Prompt, professional & polite

2026-01-09 10:46:36

The clinical pharmacist was very knowledgeable & professional. He took the time to listen to me and explored the options available.

2026-01-09 10:56:29

Prompt service

2026-01-09 11:30:03

Clear, knowledgeable discussion lead to a considered course of action.

2026-01-09 12:00:41

On time, helpful, experienced, kind

2026-01-09 12:40:58

Excellent healthcare provision by Dr. Hodgkins - caring, thorough and highly professional.

2026-01-09 14:27:56

The nurse i saw yesterday was such a lovely lady , helpfull, professional and so so friendly

2026-01-09 14:49:32

Always helpful and professional

2026-01-09 14:52:32

Always very happy and willing to help in anyway. Professional, prompt and a joy to see. Especially the lovely helpful ladies in dispensary.

2026-01-09 15:46:27

From the moment that I called reception, through the telephone triage, to the in person with the doctor, I got great care - thank you very much indeed

2026-01-09 18:23:42

Prompt appointment and very amicable sister.

2026-01-10 09:52:25

Advice given reassured me

2026-01-10 10:04:04

Very informative about the injection. Punctual as well.

2026-01-10 10:04:27

Was able to have an informative conversation

2026-01-10 11:13:46

I was 15 minutes late for my b12 injection but the nurse still did it for me..very grateful

2026-01-10 11:27:21

On the occasions I am called in to the surgery I receive efficient, and competent attention. Making an appointment to see a doctor is very difficult and more significantly there is no continuity of GP service, so as I see it, the doctors never get to know their patients. Maybe this is inevitable now with the pressures within the service. And I have nothing to compare other than the surgery in Hagley > 15 years ago.

2026-01-10 12:55:44

Every one of my visits to see Tracey are wonderful. She makes a triggering experience actually one to look forward to! She remembers who I am each time, she's kind, relatable and she also remembers what we've talked about previously. She's wonderful.

2026-01-10 13:12:24

Very good on time very cheerful and pleasant

2026-01-10 13:22:32

Enquiries have been dealt with promptly & tests organised.

2026-01-11 09:20:52

Polite ,professional ,unhurried and always helpful

2026-01-11 15:04:59

Gp running late and no update from the reception, I had to ask

2026-01-11 18:33:32

Prompt and pleasant attention as usual Thank you

2026-01-12 10:48:49

Easy to book appointment and friendly service

2026-01-13 11:12:48

Just kept waiting a bit, otherwise very good

2026-01-13 12:10:57

Angela is so kind... and put me at ease

2026-01-13 13:30:47

Friendly and efficient

2026-01-13 15:07:17

Prompt, efficient and informative

2026-01-13 20:11:03

Prompt, professional and courteous

2026-01-14 08:38:08

Friendly and ep

2026-01-14 10:53:18

The nurse was very friendly, empathetic and knowledgeable.

2026-01-14 11:11:09

Quick and easy to book

2026-01-14 12:22:02 friendly
and helpful staff.

2026-01-14 12:41:17

Great support

2026-01-14 14:06:18

I was seen at a timely fashion and have felt safe listened to and understood.

2026-01-15 08:26:28

Always excellent service

2026-01-15 08:33:03

All points covered and tablets not needed removed.

2026-01-15 09:10:08

I was seen very quickly and the phlebotomist was very efficient, reassuring and friendly

2026-01-15 09:33:34

A friendly and professional review.

2026-01-15 09:46:37

Friendly and professional as always

2026-01-15 12:25:15

Excellent consultation with GP who listened carefully & responded accordingly. Reception staff were courteous & helpful. This surgery is exemplary

2026-01-15 12:26:47

Seen on time, good consultation.

2026-01-15 15:11:13

It was good to actually be seen by Dr Zamir as I haven't been able have an appointment with her for years. She listens and understands.

2026-01-15 16:03:33

Just like to comment that despite my excellent experience I had more blood tests than what was agreed with the practice . I advised the nurse that some tests were postponed by the surgery doctor but somehow they were not

eliminated from the paperwork received by the nurse. And the nurse said she had to do all the tests on her paperwork. This was fine for me but wanted to raise this in my feedback.

2026-01-15 16:08:30

Friendly staff and on time.

2026-01-15 16:37:40

My RSV injection delivered by a very nice nurse

2026-01-15 17:18:18 |

found it all ok

2026-01-16 08:56:19

On time painless over within 5/6 mins

2026-01-16 09:54:55

Professional friendly service

2026-01-16 10:50:52

Prompt and polite responses to phone calls. Very good listening and care by medical staff .

2026-01-16 10:51:42

Didn't wait long to be seen, the nurse was very pleasant and made me feel relaxed, she was thorough with my examination

2026-01-16 11:42:56

Explained everything to me all the fors and against.

2026-01-16 12:17:35

As usual prompt and helpful

2026-01-16 13:00:05

On time appointment. Very friendly and efficient. In and out in 15 minutes.

2026-01-16 13:54:13

Having got an appointment the service was very good but getting an appointment was very delayed.

2026-01-16 15:26:47

Consultation very good with trainee GP and appointments for follow ups with X-ray, blood tests etc all done immediately and efficiently.

2026-01-16 17:01:54

My questions were answered and the follow up was sorted out quickly

2026-01-16 17:29:21

The nurse was very helpful

2026-01-16 17:41:35

The nurse who treated me was really professional and approachable; also efficient with time

2026-01-16 18:21:23

Very attentive and helpful

2026-01-17 10:06:55 had a steroid injection
given very good care

2026-01-17 10:21:37

Dr Zamir is extremely professional. Understanding of patient needs and very courteous. A credit to the NHS.

2026-01-17 11:10:20

On the Whole very good but there are some areas I do not like

2026-01-17 12:11:49

Seen early. Treated with kindness and dignity.

2026-01-17 12:16:13 Satisfactory

treatment.

2026-01-17 14:51:47

I had agreed to an appointment with a trainee GP as at my previous practice they were accompanied by a GP. This was not the case. The doctor did not know what ICSI was. I had my ongoing pain and concerns dismissed as stress caused by moving home. No advice or solution was offered. I had attended the appointment to ask for a CA125 blood test as advised by my doctor daughter, due to my ongoing symptoms. This was arranged although I would not have left the surgery without this outcome. I was contacted by the doctor that afternoon asking me to take a FIT test. This was not mentioned as a possibility during the consultation. I did not feel my concerns had been taken seriously or addressed in any way. I would not have confidence in seeing this doctor unless they were accompanied by a more senior colleague. I do not like to leave negative feedback but I have been assured by my daughter that it is both useful and necessary under the circumstances

2026-01-17 15:16:16

Helpful advice and explanations to understand my condition.

2026-01-17 17:04:00

Kate and Karen are excellent nurses Especially Kate with her vast experience of wounds

2026-01-17 18:40:19

Helpful and supportive staff

2026-01-18 09:01:37

On time, cheerful and efficient. Also arranged a further appointment on an unrelated matter.

2026-01-18 09:03:26

Cheerful young lady, who took my blood and called me in early because her other patient hadn't arrived yet.

2026-01-18 10:38:13

Quick and efficient

2026-01-18 12:01:35

Efficient and helpful

2026-01-18 12:21:03

Very quick to get an appointment, unexpected on a Saturday.

2026-01-18 12:33:50

The Nurse was very pleasant The parking as usual a nightmare

2026-01-18 14:48:39

Very professional but still very friendly

2026-01-18 15:04:23 Efficiency

with care.

2026-01-19 08:34:14

Very kind and friendly

2026-01-19 10:36:50

Efficient and on time

2026-01-19 14:30:11

Much easier booking system online, same day call back and prescription issued in a timely manner.

2026-01-19 14:30:47

Always helpful and polite

2026-01-19 14:32:12

The response of every member of the surgery team has always been quick to get things sorted

2026-01-19 14:33:32

Friendly, competent. I feel I am being cared for.

2026-01-19 14:34:20

Doctors and staff always great to me and my family

2026-01-20 09:19:41

An informative appt, I was listened to and asked lots of questions which were answered.

2026-01-20 11:12:29

As usual, a quick and professional service

2026-01-20 11:51:07

Went for bloods and as usual the phlebotomist couldn't get any had to book with a nurse

2026-01-20 15:34:28

On every occasion that I have sought help this surgery has excelled. Thank you.

2026-01-20 15:45:30

The nurse monitoring me for giving up smoking was very supportive

2026-01-20 16:43:39

Quick and efficient and the Doctor was very helpful and respectful

2026-01-20 19:17:48

Appointment on time, friendly and informative

2026-01-20 20:00:23

The nurse monitoring me for giving up smoking was very supportive

2026-01-21 11:02:14

I was able to talk problems over properly and get advise.

2026-01-21 11:02:25

I Have received nothing else but kindness, courtesy and attention from all the staff. Thank You

2026-01-21 12:40:49

Prompt, professional & polite.

2026-01-21 15:06:40

On time & had time for me to answer the questions I had.

2026-01-21 17:58:22

It was smooth , the check-in, the consultaton and organising the necessary tests with the receptionist after my consultation- all cer smooth. The actual consultation was empathetic and informative. I was listened to and everything was explained clearly. The atmosphere was cheery and comfortable.

2026-01-22 08:09:21

Helpful call with Kevin. He listened and offered helpful guidance

Helpful call with Kevin. He listened and offered helpful guidance

2026-01-22 09:33:43

Very helpful

2026-01-22 09:45:34

Corinnne was patient, kind, helpful and knowledgeable

2026-01-22 12:17:43

Good discussion of medication and effects overall.

2026-01-22 14:37:35

I got an appointment with a nurse practitioner promptly

2026-01-22 15:42:44

The nurse who took my blood was excepcional. She made this a super smooth easy process

2026-01-22 17:30:29

Informative and helpful

2026-01-22 21:21:19

The doctor I spoke with made me feel very comfortable when taking my blood test, which I'm normally very nervous for. She listened and thoroughly questioned my concerns and made me feel heard.

2026-01-23 00:12:31

Just everyone is wonderful from the women on reception to the Doctors and nurses

2026-01-23 09:04:18

The student doctor was fantastic, very knowledgeable and attentive, reception also very helpful and approachable. Great service could not be better thanks

2026-01-23 10:05:42

Very helpful and informative.

2026-01-23 10:06:59

A fast and efficient service, thank you

2026-01-23 10:10:03

Phlebotomist excellent. Very friendly and proficient

2026-01-23 10:27:42

Good consultation & follow up feed back.

2026-01-23 10:30:06

Appointment on time and very good experience with trainee doctor and diagnosis was agreed by senior doctor thank you

2026-01-23 10:36:07

Doctor wad very professional and friendly. He was very thorough in his examination and explained my condition and treatment in detail.

2026-01-23 10:48:00

Gave blood sample blood expertly taken

2026-01-23 11:12:38

Always been very happy with the service/treatments received by all the staff Drs /nurses. Very impressed with the online appointment/medication request service

2026-01-23 11:18:59

Great doctor

2026-01-23 11:33:57

On time, very informative, very helpful. Thank you

2026-01-23 11:50:36

Procedure was carried out efficiently and on time.

2026-01-23 11:52:29

My appointment was concluded satisfactorily.

2026-01-23 12:32:26

Very friendly.explained and gave us time and listened

2026-01-23 12:34:16

Was not rushed at all. Time allowed to discuss and plan next steps. Felt listened to. Grateful for appointment put on end of her morning surgery.

2026-01-23 13:06:50

Rushed appointment and not listening to my concerns

2026-01-23 13:21:13

Very professional, thorough and caring

2026-01-23 14:02:29 always
excellent service

2026-01-23 15:18:56

Excellent consultation with a lovely doctor. All the information and reassurance I could ask for.

2026-01-23 17:22:02

On time doc listened well and formed a plan

2026-01-23 17:27:52

Receptionist are often aggressive, rude which the practice appear to find acceptable when the public are asked to treat staff with respect. It appears that same message doesn't apply to the staff.

2026-01-23 19:09:08

Because in and out quite quick. Nurse friendly.

2026-01-23 19:59:24

The Nurse who took my blood sample was very efficient and a pleasure to be with. Smiley face much appreciated.

2026-01-24 09:15:12

On time, asked correct questions, listened, and took action.

2026-01-24 11:58:59

My diabetic review was very thorough and staff excellent

2026-01-24 14:27:06

Nurse was very attentive

2026-01-24 15:20:44

I've never encountered any problems. The receptionists are always helpful and pleasant despite how busy they are. I find the online service is very good and I have started to use the online contact forms and found them to be very useful

2026-01-24 15:37:46

Very helpful and careful explanations about my situation

2026-01-24 17:01:03

Not keen on the telephone connection where if you have been waiting for 30 minutes you get cut off I phone got to number one then my time was up and got cut off phoned back to be told six in the queue luckily it was answered in 29 minutes plus the music needs changing

2026-01-24 20:43:11

Very thorough appointment. Good advice.

2026-01-24 21:04:03

Prompt, relaxed and efficient procedure.

2026-01-24 21:26:10

Difficult to get ab appointment

2026-01-26 12:51:26

On time and clear

2026-01-27 10:15:58

Such a lovely and experienced nurse, a pleasure to have Tracy treat me

2026-01-27 10:41:37

So quick and efficient. It was just for taking a blood sample so it needed nothing else. I was very satisfied with the appointment. Thank you.

2026-01-27 11:00:00

Efficient on time and very professional as always

2026-01-27 11:41:52

Very pleasant efficient service

2026-01-27 15:13:53

Helpful and friendly service.

2026-01-27 15:49:50

I saw the nurse Karen & she's always helpful & professional .

2026-01-27 20:19:44

Had great difficulty getting my prescription computer teasons.

2026-01-28 09:20:53

Friendly and very professional/ helpful staff

2026-01-28 09:25:27

Doctor was very thorough during appointment and carried out tests. However only had feedback on one of the tests.

2026-01-28 09:26:24

Nurse was very clear and informative.

2026-01-28 09:27:40

On time with appointment and very thorough.

2026-01-28 10:01:56

Didn't have to wait long

2026-01-28 10:21:35

Friendly nurse who explained the benefits of the various vaccinations available to me

2026-01-28 11:11:00

Unfortunately I was late for my appointment due to roadworks closing Church Road. However the nurse still saw me & gave me the Shingles injection. She also took my bloods, which meant I didn't have to attend the surgery, again today(28th Jan). She also cancelled that appointment for me. So all in all an excellent service.

2026-01-28 12:42:24

As usual professional and smiley.

2026-01-28 13:22:17

A friendly but knowledgeable service. Thank you.

2026-01-28 15:41:18

Very helpful

2026-01-28 16:19:11

On time. The doctor listened to my concerns and discussed the options and answered my questions

2026-01-28 18:48:03

Dr Villarreal fulfilled my online request within 10 minutes of submitting. Cannot fault the surgery service at all, thank you for all your hard work!

2026-01-28 22:16:14

We were seen by a student doctor, who was very thorough, consulted the doctor who also examined my wife and explained everything very clearly.

2026-01-29 07:31:25

Dealt with promptly & professionally.

2026-01-29 09:50:39

On time Clear

2026-01-29 11:00:57

Efficient and friendly

2026-01-29 11:11:20

Appointment on time efficient and professional

2026-01-29 11:28:37

Compassionate Drs and nurses

2026-01-29 14:25:59

Very caring

2026-01-29 14:59:11

You have never failed giving help thanks

2026-01-29 15:20:35

Great help and advice

2026-01-30 10:08:28

Very friendly medical practitioners & staff

2026-01-30 10:15:04

Had a pharmacists call that very programs informative

2026-01-30 10:33:35

I had a very prompt response to my e mail and appointments given with Dr quite quickly

2026-01-30 11:23:02

The ability to make appointments and to see the surgery in a timely matter is horrible

2026-01-30 13:08:16

Had to phone up to see if I had my appointment as had no confirmation. I even was in the practice and booked with the receptionist and for whatever reason they didn't book it in. Not helpful when you are already concerned about your health and you are continually chasing!

2026-01-30 13:56:59

I was expecting a telephone consultation which came through at the time specified & went through my review methodically in a professional way

2026-01-30 15:23:12

Professional and appointment on time

2026-01-30 17:10:50

Corinne Beirne is one of the surgerys prime assets. She always goes over and above for her patients, which is much appreciated.

2026-01-30 17:22:30

Some receptionists need to learn to not look so disgusted when you hand them a sample. It's very unprofessional. If you don't want to handle it, consider getting a new job! Honestly!?

2026-01-31 09:06:39

On time. Friendly. Professional.

2026-01-31 09:38:18

Polite and professional nurse

2026-01-31 11:16:30

Considerate and well informed practitioner

2026-01-31 12:44:37

Efficient friendly clear advice

2026-01-31 13:19:01

The nurse was very friendly and the blood test was swift and painless. It was also lovely to be able to get some books in the waiting area.

2026-01-31 14:08:28

Excellent perceptive choice of treatment

2026-01-31 15:47:13

Appointment on time and I believe my complaint is being investigated

2026-01-31 17:28:10

I received email confirmation of a face-to-face, and then a text saying it was telephone. This should not happen. Appointment itself was good.

2026-01-31 18:59:50

Excellent friendly efficient service