

# NHS Friends and Family Test 2023

June 2026

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

Free text question. There were 201 responses:

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2026-06-01 10:46:13

Nurse ill

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2026-06-02 07:53:11

Good communication and fast service

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2026-06-02 08:06:44 Friendly  
and efficient.

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2026-06-02 10:30:13

Dr Zamir was thorough in explaining the results of a recent ct scan and explained in detail how best to proceed.

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2026-06-02 11:30:38

Dr. Zamir is always excellent.

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2026-06-02 11:35:14

I went for bloods and the nurse that looked after me was absolutely amazing really liked her. She was very kind and caring held a good conversation and it was the least painful blood test Ive ever had. I was shocked for saying I can't stand blood and blood tests altogether it was done with in seconds more than happy with her she was amazing would highly recommend to family and friends. This surgery I've only been with them a couple of months and had two different appointments one for the doctors which when I left he rang me back three times to make sure different things have been done for me and to book in proper blood tests with the nurse I think they have been more than caring so far so very well done them!

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2026-06-02 12:56:19

Considering that the reason people contact the surgery is because they are feeling unwell, the level of understanding and empathy that I have come across at the surgery is zero.

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2026-06-02 13:41:56

C.Bernie listened well. Was v understanding. In 13 years in C C i have rarely used the surgery. She was kind, made me feel listened too. She was very good for me with her patience.

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2026-06-02 14:41:58

Very pleasant and professional

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2026-06-02 14:52:20

Waited an hour, didn't get a solution. Doctor needed a second opinion. Follow up was a prescription but I've not been told what was actually wrong with my daughter.

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2026-06-02 16:06:07

Appointment cancelled yet again to see the nurse them offered Appointment in July whats the point in waiting that long

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2026-06-03 08:07:06

The doctor had great personal skills, was non-judgemental, listened and asked if there was anything else she could help with, which there was. Very friendly, professional and efficient!

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2026-06-03 08:19:20

Kevin was excellent- professional, friendly and reassuring

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2026-06-03 08:55:31

Kevin was very competent, informed, aware, professional and friendly! An asset to the practice.

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2026-06-03 10:14:03

She was very friendly

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2026-06-03 10:24:39

It's just so complicated for oldies to get an appointment and then to have to wait several weeks before you see a doctor!

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2026-06-03 10:54:41

Quick friendly service

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2026-06-03 11:48:28

Nurse was excellent

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2026-06-03 12:34:44

Because Corinne was exceptionally helpful and clear about what the next steps are to enable me to get a diagnosis.

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2026-06-03 13:16:56

Excellent help and advice. Didn't feel rushed. Lovely manner.

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2026-06-03 13:31:32

Friendly and helpful service as always

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2026-06-03 13:41:42

The nurse/practitioner Corinne has been very supportive.

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2026-06-03 17:27:45

Friendly and efficient

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2026-06-03 18:51:42

The Nurse Practitioner showed empathy and professionalism

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2026-06-03 21:03:45

Staff helpful and efficient

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2026-06-04 08:11:50 the clinical pharmacist was amazing very understanding and helpful

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2026-06-04 10:21:49

I asked for an appointment, one was scheduled and the call was good.

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2026-06-04 11:09:25

No fuss, polite and professional nurse and was in and out, splinded

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2026-06-04 11:28:31

Very satisfied with all the answers to all queries raised.

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2026-06-04 12:00:13

Very pleasant

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2026-06-04 14:17:33

Had an evening appointment which really helped with me not having to take time from work. Doctor was on time and helpful

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2026-06-04 19:16:04

Kevin was very helpful concerning my medication

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2026-06-04 20:22:07

Very timely, very efficient and very friendly person who looked after me

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2026-06-05 08:41:18

Very prompt and a thorough examination.

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2026-06-05 09:29:18

You and GP's work so hard and you all go out of your way to care at the same time. I keep my appointments but if you need to change appointments it is ok. And kindness on both sides goes a long way.

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2026-06-05 09:29:47

Kevin was informative and supportive

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2026-06-05 10:54:15

Angela was as friendly and professional as always

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2026-06-05 11:01:17

I was called in promptly ( and early ) for my blood test which was very efficiently done. ( NB, please make sure that the lab at Warwick receive all the results) Catherine in the dispensary then very promptly dealt with a question about a new medication and it was easy to make an appt to discuss this via the online form.

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2026-06-05 11:20:57 friendly, efficient and professional as always

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2026-06-05 12:41:38

Caring, helpful and friendly as always. Well organised and on time.

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2026-06-05 15:27:51

Needed blood taken and it was.

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2026-06-05 16:10:54

I arrived for my appointment at 4pm for a 4.05 pm appointment, for just bloods and a blood pressure reading with a nurse, just myself and one other in the waiting room, waited 25 minutes and nothing! Had another important appointment to attend so had to leave without being seen. Would have at least been courteous to have been told there was a delay or issue for the wait, especially having had to book the appointment 3 weeks before in advance.

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2026-06-06 08:02:08

It was a short waiting time again, and the doctor was very good in helping sort out my problem.

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2026-06-06 11:39:11 Friendly  
and supportive.

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2026-06-06 12:26:21

I gave this answer because I feel that my problem was not dealt with properly. I have been in pain from fibromyalgia for a very long time without anything that takes it away. Now I have more pain that doesn't seem to be easing. So I was told to stop taking statins for a week to see if it would ease this pain. It is making it difficult for me to drive, climb the stairs and do my usual routine. I feel very upset as it makes me feel nobody cares and I'm just left to suffer with this.

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2026-06-06 13:07:30

Karen is very caring

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2026-06-06 16:26:12

Your lady nurse. Is so good it is a great pleasure to have such good cover..

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2026-06-06 16:51:30

Kevin is excellent and one of the most trusted at the practice by me

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2026-06-06 17:30:16 Very  
helpful

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2026-06-06 18:31:49

Alzhiemers since 2019

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2026-06-06 19:56:10

Seen on time, the nurse explained that she was being shadowed by another staff member and asked me if I had had anew before. Checked that I was comfortable.

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2026-06-06 21:43:31

On time pity i had to wait for pharmacy to open after my blood test

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2026-06-07 09:08:12

Your nurse is very good

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2026-06-08 22:24:59

I am satisfied with the services I use

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2026-06-09 09:52:08

DR Villarreal (apologies if this is misspelt) was very helpful

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2026-06-09 10:16:05

It was easy to check in and the doctor was kind

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2026-06-10 09:23:26

Prompt, professional and helpful staff in every aspect

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2026-06-10 09:43:48

Was very thorough looking at all aspects of my problems.

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2026-06-10 10:11:09

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2026-06-10 17:44:39 excellent service and care from  
reception to Dr

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2026-06-11 07:48:00

Efficient, professional and reassuring.

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2026-06-11 08:22:00

Telephone conversation with the pharmacist was clear, informative and a good plan decided upon

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2026-06-11 10:21:28 Quick  
and on time

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2026-06-11 10:39:42

Professional. Also, helped find other information about my issue

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2026-06-11 11:05:08

Informative but situation still ongoing

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2026-06-11 11:14:52

I was pleased to meet Holly who had a very sensible practical approach to treatments

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2026-06-11 12:49:39

I was given an appointment in a timely manner, spoken to with respect and it is being followed up appropriately

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2026-06-11 13:10:14

On time, the pharmacist was very professional, helpful and personable.

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2026-06-11 13:11:22

Very attentive and efficient!

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2026-06-11 14:38:16

Sister made me feel very comfortable . Excellent service. Thank you

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2026-06-11 16:07:29

Because i genuanlly feel they care

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2026-06-12 12:09:39

Scheduled time for call achieved. Friendly and informative.

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2026-06-12 13:50:33

The nursing team are always friendly and approachable. It makes all the difference!

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2026-06-12 15:18:42

First class service as always.

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2026-06-12 21:50:56

I understood everything Kevin explained to me about my results.

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2026-06-13 07:23:26

I still saw a GP face to face and surgery informed me in good time that I would see someone different.

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2026-06-13 08:31:45

Because Corinne is just brilliant tbh

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2026-06-13 09:00:35

You looked after my wife of 62 years and me and you still are.

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2026-06-13 09:02:26

Nursing team - I have needed to come to the surgery to get my leg dressed following a deep cut on my skin since mid April 26. I have come twice weekly and would like to thank Angela, Karen and Kate for their excellent care of my leg. They could not have been more helpful, professional, caring, patient and smiling. Thank you all.

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2026-06-13 09:04:53

Reception - in the last couple of months I have needed to make numerous appointments with nurses. I have been able to do this because of the help I have had from Carly, Stacey and Laura. They have made, changed and even offered me cancellations (have rung me at home). I would like to thank them for always being professional, efficient and smiling (although often having to do 2 things at once). I feel happy and reassured when they are on reception. Thank you.

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2026-06-13 09:05:42

Dispensary - a big thank you to Cath in the dispensary. She is always pleasant, efficient and professional going out of her way to help. Thank you.

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2026-06-13 09:07:28

Today, Monday 1st June, thank you for text which meant I can tack my time to walk up in my time. Like I always have been told by my dad, kindness goes a long way. Hope you all enjoyed the cake. Thank you.

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2026-06-13 11:11:44

I struggled understanding what the GP was saying!!

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2026-06-13 12:35:00

Because the prescription I was given doesnt seem right for me. It suggests that I should be taking statins and Ezetimibe together. I have had a problem with the statin I was taking so I thought I would be given a replacement statin. I have cysts in my pancreas and also gallstones. Which I feel perhaps my notes werent read properly.The leaflet in the packet of Ezetimibe suggest that these may be affected by this medication. So I feel that I should

have been told by the Nurse Practitioner about them. I am very unhappy about this and will come to the surgery on Monday.

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2026-06-13 13:12:57

Very professional and friendly.

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2026-06-13 15:09:50

I sometimes find this new way of booking appointment difficult to fit round my job.

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2026-06-13 15:12:14

The Surgery had run out of INR strips so the appointment was cancelled.

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2026-06-13 15:38:16

Everything went well as expected & Dr Villarreal was his usual attentive self.

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2026-06-13 16:17:17

I was listened to by the practitioner and given the time to elaborate and ask questions

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2026-06-13 16:46:24

Faultless service

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2026-06-14 15:49:26

Glad they listened and want to help

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2026-06-16 08:37:38

Lovely nurse. Exactly on time. Explained everything, made sure I was comfortable and was quick doing everything. Excellent.

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2026-06-16 08:58:57

On time, very efficient, very pleasant and helpful nurse

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2026-06-16 09:20:40

On time and very pleasant

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2026-06-16 12:32:37

I felt that I was being listened to, and that my concerns were taken seriously.

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2026-06-16 13:23:53

Corinne was very thorough & has tried her best to alleviate my symptoms . Just hoping it works out

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2026-06-16 14:01:22

Very kind, thoughtful and knowledgeable advice given by the doctor that showed genuine care and concern for my mothers well-being and health regarding her serious heart failure condition. Fantastic service!

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2026-06-16 15:05:34

Appointment was given in a timely manner, confirmed too. GP saw me on time.

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2026-06-16 18:59:23

Nice, efficient nurse

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2026-06-17 08:24:51

Had time for me ...very thorough !

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2026-06-17 09:06:24

Didnt have to wait more than a couple of minutes friendly knowledgeable staff member

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2026-06-17 09:31:19

All ran smoothly & Amanda was particularly spot on with the needle - I didn't feel the needle go in, no bleeding & no bruising.

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2026-06-17 09:45:48

The nurse was quick, professional and friendly. An enjoyable experience.

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2026-06-17 10:49:22

Always seen moreless on time,receptionist & Nurse very helpful. een moreless on time with Doctor,then with nur

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2026-06-17 11:57:02

Always excellent service and staff

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2026-06-17 12:47:29

Reassuring consultation with a polite gp

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2026-06-17 13:27:39

Emily will make a fantastic doctor Her bedside manor is superb I felt she dealt with my problem very well

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2026-06-17 14:14:15

Not long to wait for non-urgent appointment. Receptionists very helpful. Doctor couldn't have been more approachable or helpful.

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2026-06-17 15:06:09

The new doctor james walker is very polite and reassuring. I would if possible like to be put on his patients list as he is very thorough and if not sure checks to make sure .brilliant

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2026-06-18 09:30:41

Got all the information i needed from a very nice and efficient person

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2026-06-18 11:36:51

Short informal and good advice with both listening and advising well

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2026-06-18 11:58:26

A simple enquiry has been picked up, processed and a remedy given in the most efficyand easy way.

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2026-06-18 12:11:27

My phone appointment went very well. It was so nice to talk to the pharmacist because he seemed very familiar with fibromyalgia and all its different symptoms. I felt I could trust him to help me and he has given me a new prescription to try. I

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2026-06-18 15:37:41

I did you use the online forms which was dealt with really quickly, I did need to speak to reception who were very helpful and efficient, Dr Mc Nabb was very nice and understanding.

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2026-06-18 16:26:27

Having difficulty with my diet , Kevin gave me just what I needed, advice and reassurance.

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2026-06-19 06:41:13

The nurse was very friendly and efficient

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2026-06-19 07:52:54

The surgery was very busy due to staff sickness but everyone remind kind, considerate and gave the time needed. I still felt valued.

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2026-06-19 08:17:49

Took the time to answer my questions

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2026-06-19 08:36:59 Good service

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2026-06-19 09:36:34

I had a 45 minute wait, which wasn't ideal, but Dr Villa-Real was exceptionally nice and helpful.

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2026-06-19 11:53:13

The Doctor was superb

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2026-06-19 13:22:37

Really kind & informative conversation with a plan of action ..much appreciated thank you

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2026-06-19 13:27:31

I've had quite a few regular blood tests of late & never made to feel relaxed ..it's been quite stressful & painful perhaps the phlebotomist is new or not confident in her role yet ..which doesn't instill confidence in the patient ...

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2026-06-19 13:42:53

Helpful comments and prompt phone call

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2026-06-19 16:20:09

Reception staff are busy, we all know and appreciate that but just an acknowledgement that you're standing there, 'I'll be with you in a sec' would make all the difference when you're anxious about being at the doctors. The central consultation room is very weird, feels like you've been taken into a cupboard, maybe some decor in there would make it feel a bit more comfortable. The nurse I saw was really lovely and reassuring!

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2026-06-19 18:32:32

The Doctor was very understanding and thorough

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2026-06-19 19:15:27

Very helpful and informative prior to my injections . Injections all good.

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2026-06-19 19:18:25

Angela was very efficient.

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2026-06-20 08:51:05

Waited nearly an hour past my appointment time. Didn't feel listened to by the GP, or understood.

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2026-06-20 10:25:39

On the whole , it provides a good service

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2026-06-20 10:31:40

Excellent as always

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2026-06-20 10:32:13

Every member of staff at the surgery do their utmost to give the best service. Friendly, professional and helpful. They do an amazing job in a broken system.

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2026-06-20 11:36:35

They are always friendly and efficient

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2026-06-20 11:41:35

Karen is a caring nurse who always sorts out any problems as have

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2026-06-20 11:46:34

Karen is both highly professional and most personable

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2026-06-20 13:42:34

Really pleased with the support we have received so far.

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2026-06-20 14:39:08

Prompt and friendly service

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2026-06-20 14:41:20

I Urge Nurse Tracey was very good and very helpful. Tracey was v

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2026-06-20 17:20:46

Saw trainee GP. Issue wasn't complex. She referred me on

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2026-06-21 04:34:59

Sister Karen's outstanding care and disposition.

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2026-06-21 05:37:50

The doctor was thorough ,cheerful and empathetic and picked up on a skin problem I wasn't aware of and was not what I went in for.

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2026-06-21 14:56:14

Karen was excellent - very professional.

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2026-06-22 09:57:00 Dr

Little was excellent.

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2026-06-22 19:52:59

Angela was very efficient.

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2026-06-23 08:22:12 Good  
follow up

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2026-06-23 09:01:46  
Very efficient and friendly

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2026-06-23 09:52:05  
Always promptly seen and cared for thoroughly

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2026-06-23 11:03:32  
Sister Linney was very caring helpful and interested in my mothers health giving her as much time as sshe needed

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2026-06-23 13:46:27  
Corrinne is always super helpful and spends time understanding and providing solutions

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2026-06-23 14:40:13  
I was very satisfied with the service I received.

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2026-06-23 16:24:47  
E mail for appointment sent about 9.45am. Offered appointment at about 12 noon . Rang to say couldn't get there then and accommodated with appointment at 4.30pm

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2026-06-24 08:43:57  
Super efficient appointment system, flexibilty to change, lovely and knowledgeable practitioner

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2026-06-24 09:07:54  
Friendly and kind

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2026-06-24 09:49:13  
Everyone is incredibly helpful efficient kind and knowledgeable This includes Reception Doctors Nurses Pharmacist

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2026-06-24 12:05:55  
Prompt. Informative. Very helpful

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2026-06-24 12:07:16  
Reception was helpful and caring. Clinical pharmacologist was informative and extremely helpful

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2026-06-24 12:27:45  
In on time, efficient pleasant nurse.

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2026-06-24 12:56:18  
excellent service

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2026-06-24 13:33:54  
Everyone was excellent with their care and knowledge ....Reception Nurses Doctor Pharmacist Kind Helpful understanding and efficient Thank you

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2026-06-24 13:49:38

Karen was professional and friendly. Excellent service as always.

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2026-06-24 15:02:09

Easy to book online, on time, friendly nurse, Airconditioned examination room

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2026-06-24 15:41:32

Very kind and thoughtful

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2026-06-24 20:33:10

My appointment was very positive and on time.

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2026-06-25 07:03:25

Extremely helpful and friendly

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2026-06-25 08:04:08

Obliging, informative, and just pleasantly helpful.

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2026-06-25 08:54:33

Telephone appt on time & the duty nurse was very helpful & arranged a follow up appt with Dr Charlotte for after my holiday

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2026-06-25 09:13:28 Just  
my opinion

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2026-06-25 09:55:30

Welcoming efficient, prompt

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2026-06-25 10:29:32

The doctor was patient , kind and reassuring

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2026-06-25 10:59:06

Online booking and quick service with appointment

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2026-06-25 11:03:45

I was told to make a blood test for a month after a blood test. Once the second blood test was complete, I was told that I had to wait four months even though I had been told to make and go to this blood test. I then had to explain to staff that the reason for the second blood test was the results from the first one were inconclusive, they said they would be back in touch, and I haven't heard anything. So i essentially have had two blood tests for no reason and haven't had the the blood test to test for the correct things.

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2026-06-25 11:20:12

It was a short wait for an appointment, and the nurse I saw couldn't have been nicer.

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2026-06-25 12:30:11

Just really friendly, professional staff who listen and let you take your time in explaining something.

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2026-06-25 12:51:59

Doctor Hodgkins gave me the reassurance about going forward with my current regime and to book a blood test in November. Interesting to meet the medical students.

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2026-06-26 08:52:23

The team, from reception to the medical staff were absolutely fantastic. The Medical Team were extremely competent, caring and approachable.

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2026-06-26 09:29:23

Pharmacist - good communication, able to help me so saving waiting to book a GP appt weeks away

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2026-06-26 09:37:16

As always very professional and satisfactory outcome

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2026-06-26 10:17:21

Very informative and reassuring appointment

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2026-06-26 10:34:18

Kevin is very good and clear he does get things sorted and puts you at ease. Better if i could have tele phone call sooner.

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2026-06-26 11:15:47

Always puntual. Kevin is professional and goes out of his way to fibdxa solution and resolve the problem

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2026-06-26 14:06:08

Very quick professional & caring thank you

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2026-06-27 04:21:59

On the whole for me my experiance with the surgery has been a positive one.

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2026-06-27 07:52:31

Clear explanation of next steps and reasoning

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2026-06-27 08:23:02

Time and care were given by doctor and staff

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2026-06-27 09:14:12

Fast response and arranging of urgent check up.

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2026-06-27 09:24:48

I would prefer a face to face consultation than one carried out over the telephone.

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2026-06-27 10:37:43

The Doctor was extremely helpful and kind , giving a positive response to all of my health worries.

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2026-06-27 14:53:27

Clear explanation of results thank you

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2026-06-27 23:22:01

Appointment arranged as required, delivered on time, polite and helpful

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2026-06-28 10:06:29

Extremely kind and understanding

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2026-06-29 15:45:28

Followed up on my blood test with a telephone appointment in a timely basis

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2026-06-29 16:08:11

My recent appointment for a knee injection was excellent, and full marks to the trainee doctor for a painless injection.

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2026-06-30 09:05:09

Approachable to discuss sensitive issue and punctual

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2026-06-30 10:02:21

Both Tracey and Angela have been very helpful and supportive in redressing my scalp wound

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2026-06-30 11:06:10

In on time. Very nice nurse who efficiently and painlessly extracted the necessary blood and I was done.

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2026-06-30 11:34:52

Very fast efficient service

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2026-06-30 12:04:18 Clear  
and friendly

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2026-06-30 15:20:47

Tracey Linney was lovely during my appointment.

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2026-06-30 16:29:12

Clear communication with receptionist who followed up with prompt action. Prompt phone call from doctor. Also clear, personable and efficient.

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2026-06-30 16:30:56

Exceptional help and advice

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2026-06-30 19:51:03

A caring, kind and professional appointment with Nurse Volpe.

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