

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS April 2016

Rating	Response
1	
1	Because they always look after me from reception to nurses and doctors ..
5	Wait times too long
4	
1	
2	
1	Very helpful receptionist, plenty of information around the waiting area, great choice of magazines, area for the kids to play and kept occupied while waiting, very clean and pleasant experience
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1	Reception staff are always cheerful & helpful. Most of the doctors I've seen have been very attentive.
1	
1	
1	They were accommodating with an appointment, courteous from telephonist, receptionist and doctor. Thorough in security and in treatment given. The surgery is bright, modern and clean throughout. I have been with the practice for approximately 25 years now and can't fault them.
1	Because I've received excellent treatment whilst I've been ill
1	

2	
1	We got a cancellation same day thanks
1	Very efficient, friendly and helpful.
1	
3	
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1	
1	I have been a patient for years at the surgery. Everyone is very pleasant and helpful
1	
1	
2	Good but gets very BUSY
1	Friendly staff
1	
1	Very good doctors and friendly reception staff
1	Because they are always willing to help if you can't get an appointment you really want they try and work around you Always a happy environment when you go the doctors there r always so good in what they do
1	Because Dr Law is approachable. He listens. He is very knowledgeable and I feel I can trust him.
2	
	The reception staff and the doctors are very professional and friendly
1	Helpful and efficient
1	The surgery was clean, tidy, and very well organized. I thought the health nurse was awesome!!! So friendly, helpful, and easy to talk to, 10 out of 10!!! ã°ãŸãŸ'ãŸ ã°ãŸãŸ~ãŸ
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1	The Drs & staff are always really good. The reception is always helpful & pleasant. Apointments & waiting time are very reasonable. Id recommend Wetmore to anyone.
1	The doctor was lovely... Very sympathetic
1	Friendly and efficient

1	
1	Can get same day appointment if urgent. GP patient and understanding. Staff polite and understanding. Surgery clean and tidy
1	Very helpful advice from GP and able to get an appt on the same day I phoned in
1	Receptionist and Dr where very helpful thank you all.
1	Quality of the GP care
1	
1	Although it seems to take forever to get through lately, when i saw the doctor she was very polite and helpful.
1	Wet more rd surgery are very efficient and effective and when I asked to see the nurse I was given a selection of times within the next few days Could not ask for better service. My appointment went well and the nurse was very helpful and informative.
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1	HCA Ratcliffe very helpful and friendly, nurse Debbie also helpful and friendly
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5	Because I'm in a lot of pain and after 3 yrs of it I was finally expecting a little help and I got nothing
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1	emergancy appointment in out straight bk to work very efficiant
1	
1	Doctor Kaye is amazing, always very helpful, nothing is ever a problem, receptionist very friendly

1	The practise nurse I saw, (sorry can't remember name) was really welcoming, friendly and professional and was easy to talk with. I always find all the staff really helpful and friendly at the surgery and even though they are all pushed for time nothing is ever too much trouble. Thank u again
1	They really listen to the patient, didn't rush me and talked about my problem
1	Because I have always been satisfied with the service
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1	Friendly professional staff and a reasonable waiting time.
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1	Boundry changes forced me to find a new surgery and the practice was recommended by three individuals. I found the receptionist very helpful when i made initial enquiries. She made an appointment for me to see a practice Healthcare Assistant for today. She was friendly and very thorough with her questions and advice about my medicines, diet, exercise etc. I have also been sent a very informative leaflet about the Practice, containing all the information i currently need.
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2	
1	
1	Because they use modern technology to communicate plus it was very straightforward to make the appointment