

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS April 2017

Rating	Response
2	
1	Friendliness and speed
1	Fast service with the desirable outcome
1	
1	
2	
1	Professional and courteous staff.
1	
1	
1	Good service
1	
4	
1	
1	
1	
1	
1	The reception staff were helpful . Dr Hallam is very reassuring and competent without being patronising. He was also honest about time scales for results from the hospital!
1	Very friendly staff and accepted quickly as new patients
1	Because Dr Baldock-Grimes is a fantastic Dr with time for her patients and actually listens

1	Happy with the service I received yesterday thank you
1	
1	Because I think they are a good surgery.
2	
1	The reception girls are always trying to help with appoints and other things. Thank you all. As are all the doctors too.
1	
1	
1	The wonderful care from the fantastic staff make Wetmore Rd. Surgery the best GP practice I have ever experienced in my 66 years of enjoying the NHS.
1	Always find time to 'squeeze' you in , all the staff are really friendly and have a can do attitude
1	Pleasant staff clean pracrise excellent doctor who helped me heaps best surgery ive been to
1	
1	They are always very pleasant and efficient. They are understanding and try to make sure you've been given the apointments aproprite for your needs. The doctors and nurses are also very understanding and make you feel that they're taking sufficient time to assess your health problems. They all act quickly and efficiently and you always feel satisfied with the outcome.
1	
4	A wait of in excess of 40 minutes was not appreciated.
1	Very helpful and professional staff. Excellent service.
1	
1	
1	
1	
1	I rated it as I did because it's the best surgery . The doctors I've seen have always been thorough ,helpful , told me straight away if I had a problem and so so kind .
1	
1	
3	
2	Although I had to wait 3 weeks for an appointment, I was seen punctually and was referred for further treatment.

1	Really impressed with Dr Slack today and the last time I saw her
1	
1	
1	
1	
1	The staff are extremely helpful and cheerful which is what you want when you have to visit the surgery
1	
1	
1	
3	
1	Because the nurse was excellent and very informative.
2	
2	Doctors are friendly along with staff. Waiting time is too long though, i wasnt seen till nearly 30mins after my appointment was set
1	