

# WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS April 2018

Rating	Response
1	
1	
1	
1	
1	The doctor was great. Really understanding and put my mind at rest and gave me good advice to hopefully sort out the issues I'm dealing with. Thank you
2	
1	Wetmore Rd is a brilliant GP surgery, very professional, helpful staff.
1	
2	6
5	Practice was running 30 mins late for my nurses appt,when eventually seen she couldn't carry out my appointment,she made me an appointment with a Doctor for the end of this month.Complete waste of a morning I had to take off work
1	
1	Called in on time of apt nurse was efficient polite informative and friendly
4	
5	I didn't feel listened to by my doctor, Dr Baldock-Grimes. I was discussing an issue that causes me distress and she barely looked at me from her computer. There was no discussion about treatment options. I was simply given antibiotics and left the appointment after approximately 3 minutes.
1	The nurse was friendly and welcoming and put me at ease.
2	

1	Apart from usually running late the service is good
1	
1	Quick diagnoses from doctor, only 10 minute waiting time from proposed appointment time
1	The service was good that i received
1	
1	
1	Dr Law listened sympathetically and explained options.
1	
1	Able to get a quick emergency appointment.
1	
4	Over 30 minutes late for appointment. Nurse needs to confer with doctor so might as well had a doctors appointment in the first place.
1	Proper explanations and not talked down to by Dr Law
2	
1	
1	[1/4] I've been with the Surgery for over 50 years. Not once in all those years have I had a bad experience. The practice does its best in an NHS that is being
2	
5	Because I needed help twice when I was sick and had a depression and I couldn't get sick note for 7 days off work
1	The service you provide is excellent
1	
1	
2	[1/2] I'd give it 1 for the doctor but the booking system at 8 a.m. isn't helpful as so much time is wasted trying to get thro', also stressful if you are unwe
2	
1	Because you treat the patients in Professional and caring manner it means a lot to me
5	
2	The appointment was late?I had to wait past the appointed time slot? However the quality of care was very good

1	
2	
1	Karen Reid was lovely, calm and very patient with my disabled son
1	Dr Rhodes listened to me and understood me as I explained my problem She was very good .
1	Excellent as always. Efficient and friendly.
1	Friendly, responsive, timely.
1	
1	Punctuation excellent, service excellent, Friendly , open and honest Dr Law. Receptionist friendly and approachable
1	1
1	
5	[2/2] oor, not the only time that I have noticed this. Dr was very good just a shame about the rest. If I had a choice, i would choose a different surgery.
1	Lovely doctors & nurses along with the receptionist. A very professional team.
1	
1	
5	Sorry pressed the wrong button, 1
1	
	Couldn't fault the practice allways helpful And have time for you
1	
1	
3	
1	Sarah was amazing very welcoming indeed a real asset to the surgery
1	My thanks to dr slack,you all deserve top marks,for all your hard work.
1	
1	Helpful
1	
1	Are kind understanding and dont rush u out they listen to you

2	
1	Helpful reception staff and Doctors that care.
1	First time after long time I got an appointment straight Away.
2	
1	[1/2] When I phoned for appointment, receptionist was polite and friendly. The doctor was also, and gave me good advice as regards my complaint, I came out feel
1	[1/2] All the doctors especially Dr Kaye and Dr Prasad make you feel relaxed and comfortable to discuss what can be embarrassing issues. They listen to your co
1	Friendly staff good doctors
1	
2	The only concern is the waiting time. Dr Slack was running 30minutes by late afternoon. Other than that, it's all good
1	All of my family use Wetmore road surgery, my husband and I have always had a brilliant service as have the rest of my family.
5	Apologies mistake made I meant 1
1	
1	Staff very helpful, polite with a smile
1	
1	You have looked&still are looking after my mother very well&the reception staff are lovely
2	Always get a help from my GP that I require.
2	Very good service
1	The best surgery all round from making appointment to knowledgeable GP
5	[1/2] Because when told I was stressed and in so much pain I might consider suicide, the advice I received was take an anti inflammatory and get up 15 minutes
1	[2/2] kindness and understanding.
1	Because The Surgery as always look after me seine the day I was Born we go back a long way nearly 62 years well done to all thank you
2	
5	
1	
1	

2	
1	
2	The service
4	
2	
1	The surgery is always so busy but every body is so helpful and friendly
1	
1	
1	
1	Very helpful explains everything puts your mind at rest
3	
1	Thankyou dr kay,for sorting my mum out today,
6	
1	
1	
5	[2/3] ong to go in. Very quick and efficient with rushing me out of the d
1	
1	
1	Because I've been with Wetmore Road Surgery 55 years .....
1	I saw the nurse for my regular b12 injection mentioned another problem which she checked, got a doctor in & I was prescribed some medication. Excellent
	Every one is so nice .Always get good service.from doctors.nurses and reception.
1	
1	
5	It is always a struggle to get a appointment
1	
1	Never had a problem with my treatments the only problem I have is why is it online booking is weeks down the line why not next week???

1	
1	
1	
5	Because you can never get an appointment and the staff on the phone calls are rude
6	[2/2] ng she did not get paracetamol she needed until 40 minutes after the injections.
1	I think the service i get from both doctors and nurses is first rate.
5	[1/3] I had to wait over 30 mins to be seen and in the end couldn't wait because I had to get to work so had to cancel my appointment - this is not the first t
1	Professional but friendly attention
1	good efficient service
1	All staff was very helpful
1	[1/2] I came in to the doctors with a specific ailment. Explained my symptoms and my believed possible causes. The doctor listened and examined me ruling out m
1	
1	Every doctor is absolutely brilliant,
1	
1	
2	As both doctors I have seen recently were extremely pleasant and willing to listen to me.
6	1
1	
1	
1	
2	
4	Because I don't think it is appropriate you have the tell the receptionist what is wrong to get an appointment
2	
1	Appointment on time and advice given relating to medical condition.
1	[4/4] ile caring manner and polite.. In other surgery the reception staff I have found rude abrupt unprofessional and thoughtless
3	

1	Helpfull will llistern to what you have to say and treat accordingly
1	Always excellent care
1	Efficient and friendly service and good doctors
1	
1	
4	
2	
4	
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