

# WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS August 2017

Rating	Response
2	
1	Nice staff.x
1	
1	
1	The practice is efficient and the receptionists are very helpful, plus the practice nurse we saw was lovely and really put my daughter at ease while she had her injections.
1	
1	
1	
5	
1	
1	I never have a problem in getting an appointment.
2	
1	The care that i have received after having testes cancer and Atrial Fibrillation over the years. Unfortunately my partner is with another practice and cannot be taken on as we are now out of the catchment.
1	
3	Because you sent your question while I was at work, and I would recommend people if I was asked about the surgery.
1	Good doctors, lovely nurses, pleasant to phone and talk to
1	Because all the staff are very polite and helpful
1	Dealt with courteously & helpfully

1	Dr A Prasad was kindness itself in helping with a very upsetting problem. Extremely professional and friendly throughout. Thank you.
1	Friendly efficient and didn't keep me waiting too long.
5	Was not happy with the way the doctor spoke to me or the level of care I received. Had to see another doctor to get referred to the specialist at the hospital .. this was a week later when I saw the second doctor .. the first doctor should have sent me straight to the specialist now the infection is that bad I need a operation. I have had the condition all my life but the doctor dismissed what I had to say .. and told me to be quite very rude
1	
2	
1	
1	Very friendly and professional
1	Friendly approachable doctor & comfortable waiting room
2	Lovely doctor, can't fault her. Couldn't stand loud pop music in waiting room. Made hearing the beep on the tanoi inaudible and I do have good hearing!
1	The receptionist was very helpful when i rang to make an appointment at short notice & the Doctor I saw was excellent.
1	Excellent receptionist, good doctors, especially Dr Slack who cares for my 98 yr mother in law.
1	
1	Because 1 .... is very good 5not good
1	Great service and on time
1	Doctor was polite, efficient, friendly and pleasant.
1	
1	Because the doctors are very good there and get to the bottom of things
1	
2	
1	
1	Excellent consultation
1	
2	
1	
1	A very friendly and professional practice

1	
1	The staff were very friendly and helpful
1	The service was prompt, efficient and professional. I was impressed with the knowledge of staff. I like the check yourself in feature also
1	.
1	The surgery is always happy to help with any concerns
1	I rang at 9:10am this morning to get an urgent appointment for some pain relief and was kindly offered an appointment the same day at 10:00am! At the surgery, there was a short delay but I was seen at 10:07am which I considered acceptable. Reception staff & doctor were all very polite & helpful. Surgery also have a pharmacy directly next door and I was able to get a prescription made straight away. Very good service throughout.
1	
1	Everything good as usual
1	
1	
1	1
1	Never had any complaints always been satisfied with the surgery and the treatment I've received
1	
1	
1	The surgery staff were very helpful polite and efficient on helping me. Become a new patient. The doctor was also the same and did everything possible to help me with my health problems.
1	
1	Felt like the doctor gave a me thorough consultation and understood what my problem was
1	
	I have been with the practice for 89 years since i was born and always recieved very good service and been very well treated when i have been to see any of the doctors
1	
1	
1	
1	