

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS August 2018

Rating	Response
1	
1	Friendly staff..good doctors
6	
1	
1	
1	
1	
1	
1	
1	
2	
1	As always, Dr Baldock Grimes went above and beyond with her caring and help.
1	
1	[1/2] The nurse put me at ease gave me my results and checks and advice. I felt i could talk to her and adk questions- which she answered. She also asked about
5	Quality of service was good
1	
1	
1	[1/2] Reception staff very welcoming and helpful notifying practice nurse I had arrived but had appt with GP first then letting practice nurse know when I wa

1	
1	
1	
1	
1	Although I had to wait a long time for my appointment the doctor listened to me and was kind and helpful
3	No need to recommend
2	Staff were very good, friendly and approachable. I got an appointment quickly but I did wait over 45 minutes to be seen past my apt time with no warning.
1	As u have a traditional family practice feel at wetmore especialy with the option of ur own doctor of choice
1	Totally satisfied
1	[1/2] Top class drs that give you the time to explain your situation who listen . Very pleasant reception staff and excellent nurses . In my opinion wetmore
1	
1	As Dr Slack is fantastic, will only SEE HER so prepared to wait
1	Found no problems
1	[1/2] Very understanding in times of crisis. Mental health support is good and I was seen within a week when I was struggling. A trainee GP was in attendance a
2	On time.
2	Didnt wait too long Doctor very thorough
	No problem Ā°ĀŸĀ~ĀŠ
1	I went today for my first visit to midwife and she were friendly and gave me a lot of useful information.Thank you!
1	efficient
1	Nurse is interested in my well being & easy to talk to
1	For the polite, courteous service and advice.
1	Always friendly helpful staff good advice given from liz the nurse
1easy to approach, the feel good factor is important.
1	
2	
5	50 minute wait for appointment

1	
1	
1	Not to long a wait and nurse was very cheerful and helpful
1	Got in as an emergency appointment, Dr Kay dealt with my problems with sympathy and efficiency
1	
1	
1	
1	
1	[1/2] Because Dr Kay was vrry thorough she listened carefully to me gave good advice it was the first time I had seen her as I like to see Dr Law because he kn
1	
1	Receptionist very helpful,managed to get me an appointment same day. Doctor said I needed hospital treatment and surgery organised and called me next morning.
1	Ability to have an appointment at short notice
1	Good care from the practice nurse.
1	Pleasant, professional treatment.
2	All staff helpful
1	
1	
1	[2/2] he made me feel at ease during my visit. Thankyou .
1	Because of the first class service I receive from Dr's kaye and boldock grimes and Debbie Smith
1	Booked on line 4 weeks ago, App on time, right doctor, good result ..
2	Dr Kaye and the nurse that treated me were very helpful and lovely
1	Because of the treatment we recieved. Brilliant service
1	
5	[1/2] Over half an hour waiting post appointment time with no warning or apology. My appointment was to discuss test results, during my appointment the doctor
2	

1	
1	Think this yearly B.P review is important, cause I don't want 2 have high blood pressure again. The blood test could cover a full blood count.
1	Informed of delay. Dr listened to problem, informed me of next steps.
1	Lovely receptionists and excellent doctors who have time for you. I don't mind waiting a bit. They're worth it.
2	
1	
1	[2/2] omplaints from me
1	Efficient service.....very thorough consultation....very satisfied with the care given.
1	Friendly staff. And doctor listened to what I had to say
3	
1	Because the care I get from Wetmore rd surgery is second to none.
1	Helpful staff, didn't have to wait too long but I saw the nurse this time. Plenty of seating
1	
1	Dr rhodes has done everything she could plus she is a very good doctor
4	[1/2] Apologies I meant 2 not 4, your request order is counterintuitive. I consider the whole question to be a nonsense, to be honest. I was very happy with t
1	Seamless booking, appointment on time and nurse was very considerate. Made time to listen a d didn't rush me out. Thank yiu
1	I really needed to talk to someone and got a same day appointment with the lovely Dr Kay, I felt so much better. Thank you.
1	
1	Excellent service from GP made feel welcome Very professional and through
1	Excellent care by Dr Kay.
2	
2	Rated 2 only dropped from 1 due to nearly an hour wait, but Dr Law would score 1
1	
1	Top class treatment,everyone helpful.
2	[1/2] I get very good treatment for my neck injury and thats why I would
2	Only one appt so far so have little to compare. But I was happy with the advice I was given
2	[1/2] I think the service, and doctors are very good. I managed to get an appointment on the day this time. On previous occasions I have

	struggled to get one t
2	Quite long waiting times
1	
1	[1/2] Reception staff are always polite and helpful. Dr Kaye, the doctor we like to see is very thorough and always treated us well. She really is a first clas
1	Dr very caring
1	
1	Happy with diagnosis
1	[1/3] Dr's give the time needed 4 each patient often going over time 2 give full attention. Only criticism is appointment booking. It must b terrible 4 elderly
3	
1	Dr kaye was very thorough and explained things well and also get things done.
	[2/2] box exercise.
1	Every one very helpful
1	Satisfied
1	Friendly nurse with a good manner and relaxed approach. Nurse Goodyear I believe.
1	professional, but very kind thank you
1	The nurse I saw was professional, kind and made me feel very comfortable. I literally couldn't criticise her on any aspect of her care.
1	Dr Law listens to you, explains clearly and i have confidence in him. Nice to be greeted with a smile as well.
1	
1	Cause it is better than my old surgery
1	
1	Better than other surgeries iv heard other people talk about. Also clean & comfortable waiting area. Nice staff,doctors & nurses
1	
1	Because of the first class service
1	I've always haf the best care!
2	
1	Because always been good and helpful to me.
1	[2/2] helpful to send the second reminder text on the day of the appt, perhaps an hour beforehand?

1	
1	
1	I was able to see a G P when I needed to so my depression is being treated
1	Very polite and professional
4	
1	Everytime I need to go I can always get an appointment an most of the time running on time so in and out quickly
1	Today's appointment was very important to me and they got me an appointment asap which was a massive help thanks
1	Wetmore road can always get me in really good surgery and the doctors are brill especially dr kaye
6	
1	[1/2] I came to see the nurse to have stitches out after knee surgery. I was seen quickly, the nurse was very friendly, the treatment room was very clean. My s
3	
1	[1/2] Because dr law is a brilliant doctor and I have complete faith in him and my only niggle is that sometimes it takes a long time to get to see the doctor
1	
2	
1	Found the service and Doctor to be excellent
1	Receptionist was very friendly and helpful finding me an appointment and Dr Baldock Grimes was very thorough .
1	Listens
1	
1	Excellent customer service as always
1	[1/2] Because I was very impressed with Dr Kay on my consultation. It is a waste of time recommending the surgery to friends as I cannot even get my partner in
1	Excellent service from both reception staff and the Doctor.
1	It's always a great service. All Doctors and staff are pleasant.
1	Good communication, friendly staff, online prescription service.
5	Doctors and staff always helpful
1	Nice and competitive staff

1	Always get good service and all questions are answered
1	
1	My mind was put at rest regarding my surgical wound that I thought may not be healing as it should.
1	
1	Felt listened too.
1	
2	
1	[1/3] It's very rare I visit, but when I have I've always had a good experience.....my only dislike is when i go on holiday and I need to know if I need any vac
1	
1	
1	
1	Everyone is there to help and are all very curious and concerned for the individual.
1	Extremely helpful today when Urgent apt was required
1	
1	Always have had a great service from all at Wetmore rd surgery
1	Nurse Follows gave an excellent service....thank you.
1	I got an appointment the next day for a review and the nurse was lovely
1	Understanding doctors.
1	
1	Because it is a good surgery
1	the nurse was lovely. very reassuring and made me feel very comfortable. lovely lady.
1	
1	Good service efficiency
	Very caring helpful.
2	I'm a returning patient
1	Didn't have to wait long, Dr McKinlay friendly, helpful and listened. Xx
2	
1	Receptionist and GP very helpful

	My family and I have used this doctors for over 40 years, and I am always treated well.
2	Doctor listened to my concerns nothing felt rushed & with compassion too
1	Hardly any waiting and reception staff and doctor extremely pleasant
1	Courteous staff and easy booking in system.
1	they are brilliant, receptionists, doctors,nurses - all of them - never had a problem
5	
2	
1	Nurse was very friendly and approachable.
1	Good service
1	[2/2] ositive for me.
1	
2	
1	
1	[1/2] Always good but not sure I think it's right to ask what the reason you are needing to see a doctor for, when there is a waiting room full of people. Over
1	Always good service nearly lost a point though as 20 late
1	
1	I am always pleased with the surgery good parking nice friendly people on reception and very nice nurse
1	The midwife helen Thomas is brilliant so caring 110% can't fault her
1	I was reassured by the doctor that my health concerns were being looked into
2	
1	[2/3] many many occasions nothing is too much trouble the only problem I have got is I need the consistency of seeing one doc can't help it it's just me but yo
1	
1	[2/2] f were pleasant & helpf ul.
1	By far better than my previous surgery, doctor very helpful
4	[2/5] ne for half an hour trying to get though to reception because you hold back appointments every day! Have you considered that if more appointments where a

2	
1	
	[1/4] The doctor I saw yesterday was very rude and clearly had an attitude problem. She was extremely rude to me and didn't give me chance to explain why I had
1	I have always found doctor and all Staff really friendly, efficient and helpful.
2	Difficulties getting appointments
1	
2	[2/2] ns and people and doctors.
1	Because it was efficient and delivered my expectations
1	Efficient and courteous
1	The doctor was very friendly and put me at ease talking about the issue. She also have me options going forward and she was just very helpful
1	
1	Friendly staff, good doctors, easily accessible
1	The helpful and friendly staff who put me at ease and made me feel more relaxed.
1	
1	
1	Very good
1	
1	
1	
1	Always do their best
1	[1/2] Because I don't as able to gain an appointment with one of my preferred doctors. Although I rambled the doctor was patient. My husband actually took over
1	Friendly practice, and a good understanding doctor.
1	
2	
1	Very helpful and mostly on time with appointments

2	half hour late waiting
1	The receptionist with the glasses and brown hair. Very friendly. Always has a smile on her face. Practice nurse Louise also friendly. And reassuring
1	The waiting was very short this time
2	A one hour wait to see someone.
1	Super helpful receptionists, Dr Pradesh and Nurse Debbie treated me fanatically well yesterday, really looked after me, thank you.
1	[1/2] The reception staff are always willing to help and listen to your issues . The doctors care about your illness or problems and do everything they can to
1	It's a decent doctors practice, with lovely doctors.
1	first class service thanks
1	I have been going to the surgery all of my iLife, all of the staff over the years have been amazing looking after me. Thank you
1	
1	
1	Very good staff and medical practitioners
	[2/2] sional manner with a smile ã~ËÿË~ËŠ
1	
1	
1	My Dr was very busy so another Dr saw me as soon as he was free
1	Fast and efficient service
1	
1	
1	Very good and put me at ease
	Because the staff are very friendly and professional. always ready to help
1	I have never had a bad experience at the surgery and reception and doctors have always been helpful and professional.
1	
2	It seems a friendly surgery and the doctor explains things in a way that you understand. I've not been there long but so far so good.
	Dr.Hallam was on time and v.reassuring.
1	Easily made appointment & great doctor
2	

1	I was really impressed with dr Prasad knowledge and she helped me.
1	[1/3] Today, I had 2 appointments at the surgery. The receptionist Chloe was very helpful and polite while booking the appointments. Louise the nurse was so ki
5	
3	Happy with doctor I saw but very unhappy about being messed about over a routine prescription beforehand (with poor communication to).
6	
4	It takes forever to get an appointment
1	
1	
1	Seen on time and good doctor