

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS December 2016

Rating	Response
2	
1	
1	Really nice and helpful personnel.
1	
1	Dr Clark has helped me a lot over the last few weeks. She took time out to listen and showed she really cared. I really appreciate that. I managed to make appointments easy and the staff were very helpful and friendly
1	Good staff.
1	
1	
1	I've sent you an Orange Photo/Video Message. Go to https://orange.mms.ee.co.uk/orange/ Your message is valid for 7 days
1	
1	
1	
1	
1	I was recommended to you and best advise I had Thank you
	Very good patient care and medical advice thank you
1	I had an appointment with Dr Hallam. He listened to me and referred me for an x-ray. He was very nice.
1	
2	Appointment was at 3.50,got to see doctor at 4.30
1	The practice is always friendly and happy to help if any time there is a problem or need to see doctor or nurse anytime urgently.

1	
1	Organised friendly staff
1	
1	
1	
1	
1	
1	Had to wait a long time for appointment from when I booked it but doctor was excellent.
1	Helpful and friendly staff...
1	Very good service
1	
1	
1	I am a new patient and have been very impressed with the courtesy shown to me so far, friendly staff and appointment was on time.
1	Receptionist v helpful in arranging emergency appt & I am gr8ful 4 their understanding & help
1	
1	As I was able to get an emergency appointment today thanks
1	
1	I personally find that from the receptionists to nurses & doctors, all are extremely kind & so helpful that i couldnt ask for any better.
1	
1	
1	
1	They called me to fit a cancelled appointment, which was very kind. The doctor was very good
1	
1	Very friendly and helpful staff, easy to make appointments.
5	
3	
1	
5	
1	

1	
1	
1	
5	
1	
5	Sorry. Should have read 1.