

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS December 2017

Rating	Response
1	
2	
1	
1	
1	
1	
1	
1	
1	
1	Pleased with the way appointment was conducted
1	
2	No particular reason except that I don't know anyone who doesn't already have a good doctor's surgery!
1	
1	
1	Efficient staff.
3	
1	
1	Everything great as usual. Excellent practice and staff.

3	Slow waiting times last 2 times I've been to Doctors got there 5 mins before appointment then waited around 50 mins after appointment time to be seen
1	Lovely & helpful reception staff & the doctor I saw was very nice too
1	Always welcoming, helpful and professional!
1	All the staff were so friendly and welcoming.
1	The doctor listened to me and explained everything to me in a professional but friendly way
1	Good service from all members of staff
1	
1	Always helpful. A great selection of doctors and nurses. Reception staff always friendly x
1	
1	They very professional and all way got time for you
1	
3	It's a daft question. It might be better to ask whether people were happy with the advice and time taken. Also would people 'not ' recommend the surgery.
1	
2	
1	
1	
2	
5	I was in and out of my appointment with in around 3 minutes and don't feel that the answer to my issue was what I required. I am in pain and will now need to make a further appointment
1	Friendly, efficient service
2	
1	
1	
1	read previous text
1	
1	Receptionist very helpful and arranged an appointment same day

4	Another lengthy delay for my appointment (over 30 minutes), which is an inconvenience when I have other appointments booked elsewhere.
1	
1	
5	Brilliant service and lovely staff and empathetic doctors
1	They managed to squeeze me in for an emergency appointment. Dr adura was very good.
1	
1	
2	Nice and helpful personnel
4	
1	
1	