

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS February 2018

Rating	Response
1	
1	
2	
1	The patient care side of the NHS has all but disappeared in hospitals. There does not appear to be enough funds. The people at Wetmore Rd. surgery are all helpful courteous and discreet. They care. This is my impression anyway
1	
1	The care and professional concern of Dr Slack has made a real difference to my ability to deal with the grief I am experiencing.
2	
1	I was seen quickly, given a very thorough examination, listened to carefully and an explanation given by the Dr was full, easy to follow and reassuring.
1	
3	
1	
1	
2	
1	The service given by the practice is just wonderful, i feel well looked after by all of the staff
1	Was welcomed in a friendly manner, my Doctor had read my notes and was familiar with a recently resolved health issue. Today's issue was approached in a positive manner and I am to return in 8 days time to discuss progress. So, happy. Thankyou.
1	
1	

1	I rated Wetmore Road surgery with a rating of:-1 because my GP - DR S LAW is just one amazing doctor. He always gives of his time, never rushes my appointment. He treats me with great compassion & understanding. He treated my late husband before he passed away in 2015 from cancer & never minds listening to me. Yesterday I needed a steroid injection in my left knee. He was careful when he did this, which meant I didn't feel a thing! In short he is one amazing doctor.
2	
1	Arrived at doctors at 0800 for 0830 appointment was on my way home at 0830 with a good examination be the doctor
2	Nice and helpful personnel
1	
2	
1	
1	Prompt and friendly at reception doctor efficient and on time.
1	
2	
1	Always been at wetmore rd. Dr's are very helpful.
1	
2	
1	
4	
1	A very good service and done by polite staff.
1	Very caring doctor and easy to talk to.
3	
3	
1	
1	Receptionist very nice. Took about half hour to get through and all appointments booked out. Lady took my name and number in case of cancellation. Got a phone call an hour later to attend. Got there 10 mins early and was called in just 5 mins over. Saw Dr Hallam very nice and understanding. Surgery nice and clean and no foul odour
1	Friendly, polite & professional staff
1	
3	

1	Very, professional and caring
1	
5	
1	
1	Excellent staff and treatment.
1	
4	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	Okay I rated because of the helpful attitude of the receptionist that dealt with making appointment.. if not always available appointment always do best to be helpful & give advice .. also I like the touch screen check in st the surgery & if are running late the surgery will tell the patient instead of just keep waiting, & Medical treatment has always been good sound advice & treatment.. ThankYou
1	
1	
	Because I always receive good treatment
1	
5	
1	
1	Professional attitude from staff.Always pleasant and understanding
1	GP- Thorough assessment with me and left feeling totally confident. From reception, nurse and GP the interaction/service was very professional and friendly.
5	So sorry i intended to score the surgery 1 as i am extremely likely to recommend them..reason being i am always treated with kindness and empathy by all the staff and Doctors...sorry again for inadvertently texting wrong numbet
1	
1	
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1	
2	
1	I was treated with respect and dignity. When I got upset about my husbands recent death I was offered a glass of water and dealt with in a very calm manner .
1	

1	Although it takes some 3 weeks to get an appointment with Dr Law I always feel listened too and being provided with answers and importantly not being talked down to. If I can ask the questions I can hopefully understand the answers.
1	
1	
1	Same day appointment and a very nice understanding doctor
1	