

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS February 2016

Rating	Response
1	It was my first visit to the practice today however, they assisted me when my son was home from university at Christmas and was poorly and the reception staff are the friendliest I have ever known. Being attached to the military and moving house a lot I have had a lot of different doctors. Very happy. Thank you.
1	I nearly always get to see the GP That I request and always am satisfied with the servis they provide.thankyou.
1	Exactly the same as my reply sent 31/12/2015
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1	
1	
1	The nurse I spoke to (Sarah) listened to me and advised me on what action to take and didn't hurry me out the door. I felt like she cared.
2	Good service
3	
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1	
1	Quick appointment for my son.
1	Surgery always clean and tidy with plenty of information available. Reception staff always polite and helpful. Doctors always listen to you and explain everything.

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1	
4	I rated the surgery as 4 as the appointment times are never on time, today my appointment was at 10.10am and I saw the doctor at 10.50am, I am very busy at work and to be honest time is of the essence! Many thanks Mr Leigh Howells
2	
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1	
5	
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2	
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3	
1	Always got time for you and help you sort your problem out and sometimes go to the max to get you an appointment if desperate
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1	
2	
1	
1	Excellent service all round from receptionist to GP consultation. I have been with this practice for nearly 18 months, and can't fault them.
5	
1	
1	

1	Lovely staff & although I didn't have an appointment they got me into see a doctor on every occasion as I was in agony.
3	All surgeries are the same. If i had of just accepted that there were no appointments today then my baby would have been ill for 9days +. She did go away with treatment, diagnosed and the dr did say i made the right decision to come and see her. Lovely doctor as always but i do find access to the telephone line and simply getting an appointment somewhat to be desired.
	I find everbody very helpful and caring and make time to listen to you.Very good surgery
1	
2	
1	Efficient and friendly service never long waiting times can always get appointment same day
1	
1	
1	Very efficient and friendly
2	
2	They are always helpful and understand but i do have a problem getting a appointment even 10 days before
1	
1	I rated no. 1 because I am always made to feel that they care and that I matter.
1	2
1	
1	
1	I've been with Wetmore Rd Surgery 50 years in April and have found all Dr's nurses staff past and present very pleasant and helpful thank you
1	Overall service was excellent
1	
1	Although the wait was a while the doctor apologised. Then he was friendly & listened well, I felt as comfortable as I could be in explaining my reasons why I needed my appointment & it was not rushed.
1	
1	
1	A lot better than my last GP surgery... Not afraid to refer you.... More professional Service...

1	
1	Because its friendly professional
1	You are made to feel comfortable and relaxed no matter who it is you see, the only downside is the length of time it takes once you've booked an appointment to see a Doctor or a Nurse