

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS February 2017

Rating	Response
1	The practice nurse was very caring, compassionate and efficient she gave me advice in a supportive non-patronising way. A great example of care being delivered in an appropriate way at the right level
1	Dr Baldock-Grimes always makes time to listen to me. I never feel rushed or ignored
1	The staff all tend to be professional, friendly and helpful
2	
1	I found the Doctor easy to talk to.
1	
1	
4	I had to wait nearly an hour for my booked appointment.
1	
1	Friendly, professional service
1	excellent staff . disappointed ,as everywhere, appointments more difficult to get .
1	
1	
1	
1	GP really good. Efficient practice
1	
1	Because they always go that extra mile for their patients and are first class staff

1	
3	The clinical and non clinical staff are good but it's let down seriously by the appt system for there patients that work and there is no room for movement
	An excellent surgery....been with you a long time...always efficient and polite reception.
1	
1	
1	
5	
1	I Rang this morning and got an appointment for 950 today!!
1	
1	
1	Your brilliant - from the front office receptionist to Doctors and Practice Nurses. Considerate courteous and very obliging. Thank you
5	
3	Difficulty of getting through on the phone for an appointment/ getting a same day appointment
1	
5	
1	My husband and myself were made to feel welcome on our first visit to your surgery.
1	
1	
1	
1	
1	Because I'm perfectly happy with the surgery and have no complaints. I think the Dr's are all fantastic and would recommend the surgery to anyone.
1	
1	
1	
1	
1	

1	We have always been more than satisfied with the treatmet we have received thankyou xxx
1	
1	
1	
1	It was a worthwhile appointment although 20 minutes late which wasn't announced by reception. That would have been nice to know the nurse was running late
1	
1	I have my yearly check up all my results are discussed its very reassuring. Carry on as normal for another year
5	Reason I rate 5 appointments are never kept on time having to wait over an hour with a screaming bored child isnt fun. . . . Not being notified on lateness upon signing in..... We shouldn't have to wait as long as we do! Text notifications can be used to let's us know. And to say our appointment will be at a different time. Or even a phone call. It's stupid your quick to slate everyone about being late or not turning up but it's OK for you lot
2	It was very good advice from doctor but it took me 3 days ringing up for appointment.
1	Always a good service, just wish we could book appointments sooner in advance.
1	No fuss, just dealt with quickly and in a friendly manner. I thought very efficient.
1	
	Came as an emergency appointment. Seen quiet quickly and the doctor I saw was thorough, professional and understanding. I left reassured that my medical problem had been dealt with and the treatment recommended was explained in detail.
3	Had to wait 1hr for appointment.and I was in a lot of pain. Then was in doctors for 2mins at the most.
5	Because u can never get an appiontment ur told to ring at 8am but by the time u get through there all gone. Your asked to make an apointment by the dr only to be told there fully bked n to ring at 8am that morning n yes wen get through alas no appointments