

# WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS February 2019

Rating	Response
1	I came 2 hve my ears syringed by the practice nurse ,n she was v.efficient n very kind.
1	Very good. Doctor law got alot of time for his patients
1	
1	Very impressed with the level of caring
2	
1	[1/2] I found that the staff are very friendly and helpful, everything was as straightforward as could be with registering and I got an appointment very quickl
1	Very caring staff who put me at ease.
1	
1	
1	All the staff doctors and nurses are very caring and helpful couldn't ask for a better service
1	Because dr law is always thorough.
3	
1	
2	
1	
1	
1	Nice and clean doctors surgery, lovely pleasant staff and dr Kay really lovely dr and a good listener

1	Ease to get in and see a doctor
5	Friendly staff today on front desk and friendly gp, who treated with dignity and respect. Did not at any time seem disinterested in helping
1	
1	Because of the care that the doctors show
1	[1/5] Even though I waited 35 minutes to get through to the surgery to ma
	Always please
1	
2	Had to wait about 50 mins over my appointment time. But other than that everything else was fine.
1	I got an appointment the same day and a reassuring treatment from my GP. Thank you.
1	
1	Friendly receptionists, doctor who has time to listen
1	
1	Because I got an appointment straight away. Reception staff are always lovely and doctor baldock-Grimes was very good.
1	Because wat I go for I find it successful
1	
1	GodblEss mUm LV u.hill
1	It is a very caring Practice!
1	
2	
	They were very good
1	
6	
2	
1	Through all the years I have at the practice I have always felt that I have had excellent service, and have been treated with consideration and understanding.
1	Waiting time very good. Feeling positive that I.m going to get an idea what's wrong with me very soon.
1	

4	[1/2] I knocked it down from 5 because it can now take weeks to get an appointment where's before it was possible to get an appointment on the day or the follo
1	
1	
2	
1	
1	All staff always very helpful.
1	
1	[1/2] Dr Baldock Grimes is an amazing doctor, who always takes time to listen to me. It means such a lot as I had suffered with depression a lot. She manages m
1	
	Receptionist always cheerful and kind. Doctors good and responsive.
1	
5	Always happy with the receptionist as if you can't get see doctor they aim to solve issue where possible
1	Staff are friendly and helpful
5	[1/3] It's becoming too difficult to get an appointment, I had to call 150 times before I got through. I then arrived at 3pm for a 3.15pm appointment. I checke
1	It has always been an excellent practice.
2	[1/2] The amount of time it takes to get thru on the phone, I have called 4 times over past wk 3 times I've been on hold for 15 + minutes. Always a struggle to
1	Dr baldock-grimes is fantastic no matter what the reason for seeing her she's always brilliant
1	
1	Very happy with care and attention of all staff today.
1	The Dr. is excellent, and always has time.
1	Good friendly service
1	Cos everyone is nice and friendly.
1	
3	[2/3] er stating at the beginning of the phone call there was none. Very rude and too lazy too look receptionists. Polite when yhetr but an arse over the phone

1	
4	[1/2] Disappointing waiting time, if I am forced to wait excessively then the least that can be done is to make me aware of it. Open up communication don't lea
2	
	From the receptionist to nurses to doctors the help and treatment is second to none , thank you all ,
1	Efficient and professional
1	Timely appointment and thoughtful GP
1	Dr. Listened to me and acted accordingly.
1	Friendly and polite the nurse was lovely and understanding
1	The nurse was very good.
1	
1	Dr Prasad has listened to my concerns & given helpful advice
1	Staff are kind patient and reassuring.
1	Always pleasant service..
	I have been looked after by the doctor's there very well
1	Good care
	Because everyone u c really does care about u and it's brilliant
1	Liz was so nice and put me ease.
1	Quality of service
1	
1	Great advice and service
2	
5	
1	
1	
1	Always treated with kindness & respect
1	
3	I don't meet many rope l 74
1	[2/2] she told me.

1	
2	
2	
1	
2	Appointment has never been less than 20 minutes later than it should have been
1	Good service thanks
2	
4	Yes extremely pleased with the help Dr prassad always gives me.
1	Issues dealt with thoroughly
1	I was happy I got an appointment straight away. The Doctor I saw was very thorough and understanding...
2	
2	
1	I called in 8.00 a.m. this morning and Anne was very helpful and managed to get me an appt at 10.50.which I thought was really good service...
1	Doctor listened to what I said and suggested the necessary treatment.
1	
2	[2/3] time I've had to initiate otherwise I wouldn't be on the recommendations asked. The service you give is great, but the correspondence is directed to the
1	Good service
1	
1	
1	
1	
2	I sent that because that is what I thought
1	
2	Waited long
5	

3	[1/2] It is very difficult to make an appointment as you need to ring at 8.00am. For me this is a problem because I am at work. When and if you get through on
1	I have found the doctors at the surgery take the time to listen to you .
1	Excellent service
1	Because Dr Karen Slack was so kind and caring..she listened and didnt rush me....and she made me feel comfortable and gave sound advice. Thankyou.
2	#
2	Too early to give 1 . I have asked to be referred.
1	Staff is more trained and helpfull and can b seen at earliest opportunity by the doctor
	Because i was treated allright
1	Because the service I received was excellent
1	Excellent service
1	#
1	They new screen is very informative and the fact it calls out your name, is brilliant. Doctor and staff are good too
2	I replied no never smoked in my life
	Dr Kaye listens.
1	My reply of no was that i have never smoked
1	
1	Okay
3	Always friendly to deal with and arranging appointments is done quickly and accurately. Staff very helpful & considerate
1	
1	
1	
1	
1	[1/2] Nurses for the asthma clinic are fantastic. Very professional and super friendly. Great work. I don't need to see a doctor for asthma issues due to the w
1	

1	
2	#
1	Because its good
1	
1	Appointment given at short notice for my baby and Dr was nice BUT horrendously long wait of an hour after appointment time with a crying baby was not ideal
2	
1	
2	I need help and you got me in to see the Dr and he put my mind at easy.
1	
2	Doctors nurses and all staff are very caring and you can usually see your choice off dr
	All
2	I don't know
6	
1	
1	Very satisfied with my visit every thing was covered that I needed
1	Apart from having to sit with a lot of sick people everything was fine. Maybe I should have downgraded the mark because the waiting room is dreary.
1	
1	
1	
2	
1	Quick to get an appointment, 20min late being seen.
2	Managed to get an appointment on the same day and was seen and out within 30 minutes
2	
1	
1	Because of the fantastic and friendly people and expert doctors
1	
1	Quite good

	Excellent & very friendly lovely nurse..Louise
1	Pleasant friendly reception team. Very human doctor!
1	Dr Slack always listens to me and seems genuinely interested in my issues. The surgery is always clean, smells pleasant and the staff are friendly.
1	The practice is great
5	The appointment was on time yes tanquarey no 10 with ice and slice
1	
2	
1	
1	Dr Kaye is a great go. She always listens and is very informative
1	[1/4] Because I prebooked the appointment a couple of weeks ago, got there early, but still went in 20 minutes late, only to be told they couldn't do what I ne
2	
2	
2	Efficient, professional but straightforward and puts patients at ease.
1	
1	
5	[2/4] mail for 1 min 20 sec by then there is more and more patients waiting so then when you finally get through there is no appointments so it goes on and on.
5	Always managed to get an appointment when needed. Professional staff who have always helped with my problem except one doctor who I wouldn't want to see again
1	
1	Always a good result many thanks.
1	
1	
1	Always helpful
2	Getting an appointment and waiting times are getting longer
2	
4	



1	
1	
1	Everyone is polite and friendly!
1	
2	Very efficient and lovely greet and smiles by receptionists and the speed of getting an appointment and a very professional doctor
1	Good service and doctor listened and explained my results excellent doctor
1	
1	[3/4] should have booked a double appointment!! She did help anyway luck
2	
1	
2	
1	Always efficient. Dr kaye lovely doctor. Friendly atmosphere
1	
5	The Nurse Practitioner was friendly and helpful made me feel at ease
1	
1	Great for everything w
1	
1	The staff are very friendly and the doctors are very good and very polite
1	
2	Very good i think
1	Because I have always found all staff and Doctor's
1	
1	I have been at the practice for 23 years and have always received the best care.
1	[1/2] I managed to get a same day appointment. Not only that I explained to the receptionist what the problem was and she managed to move appointments to ensur
1	Everyone is so polite and caring and it makes you feel comfortable and in good hands Regards Derek
1	
1	

1	
1	
1	Felt very comfortable talking to dr law.
1	Very good service,and time keeping
1	
2	The doctors and staff are very professional and caring.
1	
4	
1	I feel they are doing all they can for my COPD and I feel anybody with COPD need all the help they can get.
1	
1	Always have
1	
1	
1	Kind and friendly and well organised
1	
1	Excellent as always
1	Informative.
1	[1/2] I waited all week to see Dr. Slack because I trust her, and the whe
1	Very satisfied with care received from GP appointment on time
1	40 minute wait to see the Dr. However the Dr was very thorough and sympathetic when I did get to see her.
2	Everything was excellent reception lady gave me an appointment that day very helpful very friendly seen the GP all sorted 100% perfect thank you
1	I was satisfied with my visit
2	
1	Best doctors and staff in the country
1	Understanding of problems
1	
1	The nurse was very friendly and put me at my ease. I didn't feel rushed.
1	Good nurse

5	
2	
1	
1	Friendly and helpful
1	
1	
2	
1	Very pleased with efficient service, and GP I saw !
1	
1	
3	Always excellent service both from drs and receptionist.
1	
1	As I've been going to the vet more surgery since I was 18
1	
3	
1	Prompt efficient service
1	Always felt satisfied with the service
1	
1	Able to get an appointment on the day. Professional doctor who listened to my report of symptoms and gave an appropriate course of action
1	
1	Very friendly and efficient
1	Friendly receptionist and nurse that put you at ease.
1	Although I had to wait half an hour the nurse apologised and acted in a professional and efficient manner.
1	
1	
1	

2	
1	Treatment first class
1	I got a an appointment straight away
1	[1/2] Because it is a very good practice they really go out of their way to help you and explain everything to you and as a senior lady and getting a little fo
1	
1	
1	Practice nurse spent time explaining procedure with excellent communications skills.
1	Debbie explained everything clearly and was very friendly and pleasant.
1	Usually get an appointment on the day when necessary. Pleasant helpful reception and a great choice of nice doctors both female and male.
1	Because they take good care of me
1	The service I have experienced today was beyond reproach. Staff were so helpful & the doctor I saw was a godsend
1	
1	
2	Because of the efficient service.
1	Reception staff very helpful and receptive. GP was supportive and I was not kept waiting. Thank you.
1	
3	Pleasant people at the desk
1	
1	Excellent service as always
1	Yes, I did
	It's a good surgery
1	Good service
1	
1	All the Staff and Doctors are very kind and helpful
1	Docs and nurses are great. Phoning in the mornings and trying to book an appt is terrible.
2	Treated very well
1	

1	Dr Baldrock-Grimes was extremely supportive. She took time to listen and didn't rush me. She explained my options and I would choose to see her in the future.
1	Fantastic caring staff from the doctors, nurses & receptionists. Would recommend to family & friends.
1	[2/2] or my appointment x
1	
1	
2	Because it was my annual revue and I have had blood in urine for last 4 revues nothing done about it
6	Good service x
1	Prompt, professional manner.
1	Because you can always get appointment and the doctor i see is very professional
1	Always helpful and friendly
1	
1	Always had excellent service dr slack took the time to listen and attend to my needs in a very professional manner
1	
2	
2	A lovely Doctor who seemed to care
1	
4	
1	They are always so friendly to me & i am so pleased with Dr Prasad & the help she has given me
1	
2	
2	
1	Was basically told make appointment to see another doctor who can help better with the problem!
4	
3	
	#