

# WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS January 2016

Rating	Response
1	Caring and compassionate staff.
1	Yes quick service lovely staff
1	Appointment virtually on time, very pleasant & helpful Dr in Dr Clarke
1	The doctor is approachable. He didn't made me feel intimidated. And most importantly, I feel reassured.
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1	The waiting room was full when I arrived ,But I was seen quickly and efficiently
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1	I've been seen by this practice since moving to Burton in 2010 and more so since 2012 when my medical problems arose the doctors and reception staff have been exemplary. A first rate surgery
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4	
1	They r very good ten out ov ten
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1	The doctor i saw was lovely! He was kind, patient and made me feel my concerns were important not silly!
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1	Polite and on time many thanks
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1	Because I have been going there all my life and have had fantastic service From all of the staff
1	The practice nurse was very knowledge took time to answer all my questions and explain what and why I need certain vaccinations.
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	Isaw Nurse Liz today and I received first class appointment with her. She spent time to explain my results and my diet so thst I came away feeling very positive.
1	Great staff amd Doctor Kaye listened to me doesnt judge and offers great advice fantastic surgery
1	Great surgery. Lovely doctors,very helpful. Usually always get an appointment which is brill.
1	Very satisfied with service
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1	I think the practise is well managed and having piece of mind knowing i can 9times out of10 get to see a dr on the same day i call. Receptionists r very helpful and approachable.
	Adjmg
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1	Although the gp was running late there was no indication of rushing and she was very thorough listening and considering all of the options in regard to treatment.
1	They saw me at short notice and gave me peace of mind about how poorly my little boy was
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1	Very nice greeting from reception and no wait for appointment with doctor. Thanks very much.
1	Because Dr Kaye and Dr Clarke who has seen me in her absence are both absolutely fantastic. Both the best GP'S I've ever been with and Im a Nurse Practitioner so have had experience of a few ! They are both faultless and brilliant GP'S.
1	Good prompt service from both reception and GP'S
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1	Same day appt. On time . Efficient.
4	Well every time I come for an appointment I'm waiting anywhere between 5-25minutes and when I visited yesterday I asked about 2 things which took the doctor 5 minutes to confirm and then wouldn't listen to a question I was the going to ask about something else cause I hadn't booked a double appointment but by the time this had been explained to me it could have been discussed what the issue was.
1	All the staff are very friendly the appointment system you can always get an appointment within 24 hours. I have been with the surgery for more than 20yrs and have always felt it's one of the best surgeries in
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	Very pleasant.
1	Very prompt appointment and wonderful clinician. Always feel valued and respected by all staff.
3	Because you can never get an appoitment on the day when you ring the next one is in 3 weeks time its alright if you plan to be ill
1	I cannot fault the surgery service
2	Waited over half hour for appointment but waiting area was pleasant & gp was pleasant & efficient when i was seen
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1	The people within the practice always seem very professional from the reception through to the doctors
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2	Because the doctor was nice and because I don't know yet about the end result of the treatment which started with a blodtest...
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1	Wetmore Road practise...I can always get an appointment within a couple of days for the dr I request and they are all highly approachable and always appear that nothing is too much for them-especially under the current financial and political climate. Always highly recommended. Thank you for all so far.
1	Reception staff excellent doctor excellent
2	30 minutes late for my appointment
2	Nurse was very nice & helpful.
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