

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS January 2017

Rating	Response
1	
1	10 outta 10
1	
1	
1	
1	
1	
1	
1	The care and treatment at this surgery is always excellent. The doctors are very professional with a high degree of skill. The NHS is a wonderful institution and we are very fortunate to enjoy its benefits but some areas are better than others. Wetmore Rd. Surgery is one of the best.
1	
1	
1	
2	The doctor I saw was knowledgeable and friendly. I would of rated this service better if the process of getting appointments was easier
2	
1	
1	Good service they give..xx
1	Excellent doctor's, excellent staff
1	Good service helpful receptionists

1	Good all round service
1	Appointments are always available for urgent cases. Doctors follow up with phone calls, where necessary. All staff are friendly and professional helpful. I had a miscarriage and asked for a fit note the doctor called me to see if I was okay or needed anything. This was really a nice personal touch.
1	Excellent and very efficient surgery
1	
1	
1	
1	The receptionists are friendly and helpful. Doctors and nurses are brilliant and very thorough best move I ever made.
2	Love the reception team very friendly and helpful and my doctor is amazing too.
2	If my friends or family lived in the catchment area I would recommend Wetmore Rd surgery.
1	
1	
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1	
1	
1	I have been with this practice a number of years and have always been treated with respect and had kindness and patience shown to myself and my children. The doctors are fantastic and all staff are supportive. Sarah on reception has been brilliant recently when my daughter was waiting for a referral. She went above and beyond any of my expectations. Fantastic staff all round.
1	Because they were helpful and understanding as usual and made the extra effort to find me an appointment even though they were fully booked
1	
1	
1	
1	
5	
1	
1	
1	

3	
1	Nurse who did my smear and my daughters injections last week is lovely and a credit to your surgery
1	
1	Good reliable help and service from reception and doctor thank you
1	
1	
1	
1	
1	Always helpful & efficient. Thank you
1	
1	
1	
1	I gave it a score of 1 because the ppl within the practice & are all lovely & very professional.
1	
1	
	Because drs and nurses and staff show great care Dr law is brilliant
4	Firstly, your feedback messages should be sent from a number that can be directly replied to and not another number entirely; makes it look like your trying to make it harder for people to feedback (as if you are trying to avoid negative feedback happening). Secondly there is so much made about missed appointments but nothing is thought of making patients wait three quarters of an hour past their appointment time
1	Dr Kaye v good
1	
1	
1	
1	
1	
5	Had to call 214 times to get an appointment and then the doctor was 25 minutes late. Disgusting
1	The staff at all levels are very kind and considerate

1	Friendly and efficient as possible
3	When doctors are running behind, you are not informed and just expected to sit and wait.
4	Difficulty in booking appointment. Told to ring each morning and ask for an available appointment. When you finally do get through, you are told there are no appointments left.
3	Unlikely to recommend as it is so difficult to get an appointment in the first place. I rang 74 times yesterday between 8 and 8.10 and then gave up.