

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS January 2018

Rating	Response
4	
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1	Practice Nurse and Dr Kaye both very kind and supportive throughout procedure.
3	Excellent gp's so normally give top marks, but twice now I have been caught out by system of duty doctor still being rostered for appointments as well, which causes massive delays. I would suggest duty/on call doctors are not rostered for appointments also.
5	
4	When I rang to make an urgent appointment on 2.1.18 I was told to ring at 8am the following morning. When I tried on the 3rd, the number was constantly engaged and I rang 43 times on my mobile and 39 times on the landline before I got through at 8.11am. By this time all urgent appointments had gone and I was told to ring back this morning. This morning I set my alarm and began ringing the number at 7.58am. I rang 56 times from my mobile and around 40 from the landline but the number was constantly engaged. When I got through at 8.14 I was told all the urgent appointments had gone. I explained the situation and was told to go into the surgery just after 10.10am. I was waiting for over an hour and a half before my vey brief appointment during which I was prescribed antibiotics (which I knew I needed). I didn't feel brilliant when I went in the surgery and left with a migraine in addition to my original complaint. Not enough doctors, too many patients.
1	
1	Attentive proactive modern practice.
1	The staff are helpful and friendly. I can book in electronically if I choose to. I have to wait a little while to see the doctor or nurse but generally not too long. I can't fault the service.
1	They gave me a call to tell me I needed the flu jab and I rang for an appointment in the morning and had the flu jab later in the day. I also needed a blood test done which is normally done elsewhere but they did this at the surgery when I asked Very pleased

1	
1	I was fitted in as an emergency appointment at short notice and although the doctor was running late when I got to see her she was very understanding and made me feel like it was absolutely the right thing to get an emergency appointment.
1	Thex have excellant doctorr .
4	
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1	Lovely nurse, made to feel very welcome. Listened to any issues I had. Brilliant, thankyou ã°âŸâ™â,
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	Because I very pleased with the service I received thank you
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1	Friendly reception, and the nurse it treatment room 1 this morning was wonderful
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2	Consultation felt a little rushed and rather cursory.
2	
1	
1	Excellent service

2	
1	I rated it extremely likely as it was my son's 3rd lot of immunisations and when I requested 2 nurses to do the jobs at the same time they did as I had asked. My son coped really well as he got less distressed.
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1	I have only just registered with this practice myself but so far they have been very helpful and polite and welcoming
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2	
1	Reliable, Friendly, thorough service, GP's, nurses and receptionists.
1	
1	Because of the first class service with Debbie Smith and Dr Baldock grimes and Dr kaye
1	I have mostly found doctors and nurses there very helpful and knowledgeable and not just (pill pushers) I.e take a pill and it will go away. They are genuinely keen to resolve any issue you may have.
1	Friendly, efficient
2	Because the doctor I visited today was professional enough to make me feel comfortable about my problem and I wasn't afraid to talk to her.
1	
1	All staff are thoughtful and know good patient care x
1	I didn't have a appointment the staff were really helpful in getting me an appointment.
1	I am very satisfied with my asthma treatment and my nurse Karen is very thorough.
1	I had a problem with the way the appointment system does not work for me as I work out of town and the staff helped me sort a better way for me
1	The gp I saw was very understanding and treated my issue in a way which I was very satisfied with the diagnosis and subsequent treatment
1	Quick appointment, in, out and No fuss
2	

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1	I never have a problem getting in an appointment.
1	
5	
1	I find Dr Kay very easy to talk to and is very understanding
1	Everything great as usual. Excellent staff, doctors really seem to care about their patients.
1	The reception staff were really friendly and helpful. The doctor listened to my problems reassured me and explained that she was there to help . Great service.
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