

# WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS July 2016

Rating	Response
2	The staff I dealt with were very helpful and informative.the only downside was my appointment was for 9.50.was actually seen at 10.10..I think that 20 minute wait should be less.
1	Dr always available on day of phone call.
2	Doctor helpful but getting appointment is still a nightmare.
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3	It's a shame the doctors aren't as nice as the reception staff. I always find it difficult to put across my symptoms and they are often ignored, as if they have already diagnosed it before I've said anything. I appreciate its a very busy surgery but a little more time to listen would go a long way.
1	I was given an emergency appointment after ringing and not being able to get a normal one. I was seen by Dr Hallam who was very helpful and very professional and kind. I was given script for Amoxicillin to treat me for bronchitis. I will soon hopefully be feeling much better and am very grateful. To have been given the Appointment thank you
1	From my wife and my combined 150 years of care by the same practice. David Blant
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1	I have always had first rate service from the practice, from receptionist to practice nurse to doctor. I am a healthcare professional and I recognise quality when I see it. Many thanks to all at Wetmore Surgery.
1	I thought the nurse was very professional the way she dealt with my problem
1	Because dr kaye was lovely
1	Because the wait time was 2 minutes and the doctor was excellent. I was in and out within 5 minutes. Fantastic service.

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	As in your first message, for the treatment received.
1	We find everyone in reception most helpful courteous and obliging. The Doctor's give time to listen reassure and resolve where possible. We are very well satisfied ~~~~~ Thank you
1	Always had good service
5	
1	It's a good well run Surgery xx
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1	The nurse was courteous and helpful wilson saweirs
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1	The girls on reception are under a lot of pressures, trying to accomadate everones request. They still manage to stay professional and helpful . Even under duress from awakward callers. Well done the reception team.
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1	Quick efficient service and able to see a doctor on the same day I called.