

# WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS July 2017

| Rating | Response   |
|--------|--|
| 1      |  |
| 1      | It was quick to get a last minute appointment and gp was quick to sort my problem  |
| 1      |  |
| 1      |  |
| 1      | I was seen by the doctor on time, he sorted my problem and was very nice   |
| 1      |  |
| 1      | It's the best doctors practice around nothing is any trouble for them  |
| 1      |  |
| 1      |  |
| 1      | Had a little surgery on my toe and the doctor and nurse were very welcoming and reassuring and did a fantastic job the best  |
|        | Very good practice with good doctors.  |
| 1      | I rated it that way because it is an excellent surgery with excellent Doctors and superb staff!  |
| 1      | Because dr Prasad is a credit to her Partners and Practice. GPs recieve alot of negative press on a daily basis. Cannot praise Wetmore Road Surgery enough for the care given over the years |
| 1      |  |
| 1      |  |
| 1      |  |
| 1      |  |
| 1      | Didn't have to wait to long after my appointment time to see the practice nurse she was very pleasant and I felt very comfortable talking to her   |
| 5      |  |

|   |   |
|---|---|
| 1 | Excellent service and offered me an appointment on the day I had only just registered as I was feeling so unwell. Excellent receptionists and great care and consideration from DR Hallam   |
| 1 |   |
| 4 |   |
| 2 |   |
| 1 | Dr Prasad was very though in examining myself and fills me with confidence in finding what is wrong with me.  |
| 1 |   |
| 1 | Lovely receptionists, doctors & nurses. Lots of time given - everyone really seems to care.   |
| 1 | Brilliant docter (he listens) & cares, helpful/friendly receptionists been with them for years & they just keep improving whilst still caring   |
| 1 |   |
| 1 | Efficient, helpful and friendly   |
| 2 |   |
| 2 |   |
| 1 | Very good surgery always helpful.   |
| 2 |   |
| 1 |   |
| 1 |   |
| 1 | Because I joined a year ago after having a few bad experiences at my previous gp surgery. The midwife team (especially Helen) were great during my pregnancy, the nurses have been really lovely with my baby having his immunisations and now doctor Kaye is helping me get through health complications brought on by pregnancy and I feel like patient care comes first. |
| 1 |   |
| 1 |   |
| 1 | The receptionists were very polite and the doctor I saw was very nice and had time to listen and he seen if I needed medication I was on so sent me for blood tests he was very good at his job made all the difference explaining things through   |
| 1 | Friendly and helpful staff and doctors  |
| 1 | excellent staff,always willing to help. you can always get a appointment if 100% urgently needed or your worried.   |
| 1 |   |
| 1 |   |
| 6 |   |

|   |  |
|---|--|
| 1 | Practice nurse was welcoming and professional she spoke to me in an informed and courteous manner she explained well each part of the consultation |
| 1 |  |
| 1 |  |
| 1 |  |
| 2 |  |
| 1 |  |
| 1 |  |
|   |  |
| 1 | I AM MORE THAN SATISFIED WITH MY TREATMENT   |
| 1 |  |
| 1 |  |
| 1 |  |
| 1 |  |