

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS July 2018

Rating	Response
2	
1	
1	
1	Because the Doctor is listening & trying her best to help me.
	[1/2] I have been with wetmore road surgery for many years and I have always had very good treatment from my doctors doctor law is my doc now I have got a lot
1	I have received very good treatment since being with the practice and would definitely recommend them to future patients.
1	
1	[1/2] Because the receptionist was caring when I called for the appointment, Dr Kaye was also very compassionate, a great listener which reassured and comforte
2	
1	
1	
1	[2/2] se thorough and friendly.
1	Good service and clear advice.
2	
5	My family live 120 miles away
	All staff and doctors are so understanding and caring and are just like friends very helpful
1	
1	Excellent service

1	Because i gotta see my own doctor dr law for once ta
1	
1	Doctors are really very good and try and find out whats best for you
1	On time and great treatment thankyou
1	
1	I took my mum my appt was on time and I was pleased with the nurses patience with her I saw dr law and he is an amazing doctor he listens and I trust him
1	Quick service and helpful staff
1	Dr Karen Slack is a superb GP - caring and very thorough.
1	Dr slack was outstanding. new what she was talking about and very informative.
1	
1	Great practice fantanstic staff
2	
	I always found them very good for myself and also my husband thank u
	[1/2] Me and my husband say the drs. Have always got time 4 u. And the re
1	
1	Even though I had to wait I received excellent service from the Dr
1	
1	
1	It was my first visit yesterday the staff were very helpful.
1	
1	
1	The nurse has taken her time to explained treatment to me and made me feel at ease.
1	Always happy with the service and chloe the receptionist was very polite while dealing with me
1	
1	

1	[1/2] I registered at the surgery in September last year, and since then having a wonderful experience on all fronts. Best service I have seen in the recent 7
1	
1	Quick and responsive
1	Friendly service and I've always been pleased with the service at Wetmoore Road.
1	
5	Ridiculously long waiting times. No communication from staff as to why. Feel like a nuisance to doctors.
1	Punctual
1	
1	Excellent service and advice from the doctor.
1	
1	
1	
1	Dr Slack very caring helpful and understanding. Also reception staff helpful and always try to help
1	
1	Dr Kaye is a lovely, caring doctor
2	
1	Clean waiting area,no fuss,doctor was to the point and very helpful.
6	[1/2] Having to ring up at 8 in the morning is a nightmare it may be a bit quicker if there wasnt that message when you do get through because that ties the li
1	First rate service and care for all the family for many years
1	Doctors great , nurse great , all friendly and usually on time :)
2	
1	[1/2] Although I had to wait a month to see the doc of my choice on a routine appt (altho in pain) i wanted to see dr prashad due to a neck problem. She is ver
1	
1	Cause they are really good better than my old surgery.
1	
1	Excellent attention from your nurse

1	
1	
1	
3	
	All at the practice support our family with all our health care needs and are very friendly and helpful
5	[1/5] You can Never get an appointment! !!!!! If you want to see a specific Dr then you have to wait for 4 weeks !!!!! Disgraceful. The receptionists tell eve
1	Fantastic service and doctors listen to your every word
5	
1	I love the way they explain if something wrong take the action and they listen to us
2	Helpful people and convenient location.
1	
1	Very kind reception staff knowing I was struggling were there for me doctor very understanding. And helpful
1	Fast and efficient
1	
1	Excellent friendly treatment
1	
1	Dr Law. He is an excellent doctor who never makes me feel rushed and always listens attentively.
1	
5	[1/3] I was kept waiting for 35 minutes and after being with the doctor for approx 3-4 minutes, when I tried to speak to her about another issue that it's take
1	
1	
1	
4	[2/3] f the doctors were running 20 mins behind mine was 45 it's getting a joke especially when my appointment was made 2 weeks in advance then you wonder why
1	on time and very pleasent nurse very helpful
5	
1	All members of staff are always happy to help when treatment is needed

2	Had to wait in a busy surgery with my Toddler.
1	I was seen on time for my sons appointment and the Dr was helpful and advised me really well.
1	Because I got help
1	
1	[1/2] I went into the appointment on time and Louise was very friendly but professional and explained everything to me so I came away feeling confident about m
2	
1	
1	I had a long wait yesterday but that was due to a medical emergency. When I saw my doctor I received a sincere apology and got my usual professional treatment.
2	
2	
5	[2/2] n conditions
1	
1	
2	I had to wait 35 minutes and there was no announcement to say the Doctor was running late. Once with the doctor the service was a 1
1	Dr Law has been so understanding and caring in helping me cope with death of my Mum and now the death of my Brother.
1	
2	
1	Always pleasant and professional.
1	I rated the practice as I did because I received very good treatment from the medical practitioner.
1	
1	Sarah, who I saw today, is a lovely, kind and helpful nurse.
1	[1/2] Sometimes it is hard to get a appointment for the same day whether I have rang up or called in after 8.00am but when I have managed to get an appointment
1	[2/3] you are total professionals in looking after and caring for your pa
1	You are always very helpful and able to see me.
1	Receptionists always helpful in trying to get you a suitable appointment and keep patients informed if doctor running late.

1	Friendly helpful staff, very good doctors, clean ambient waiting room, radio a bit too loud though!
2	I find I hard to get through on the phone to get an appointment and then with the dr you'd like to see
1	It's a friendly practice and has good doctors.
1	Midwife was lovely and very informative
1	
2	
1	[2/2] chment area.
1	Got seen on time. Got good advice and treatment.
1	
1	
1	
2	
1	Everywhere is clean and tidy. The receptionists were cheerful and helpful and I felt the doctor listened to me.
2	[2/2] really pleased to get one the same afternoon, I got sorted quickly in a friendly manner . Very good service thank you
1	
1	The receptionidit was very helpful
1	Efficient , and on time. Dr Prasad always pleasant.
2	Doctor advice was good, appointment booking system not very clear
1	Good service
1	[2/3] is gives foresight to the doctor. Dr Law was excellent in his advise and treatment as always. Really appreciated him asking how things were from my las
1	Every one is friendly nothing too much and DR is thorough
1	
1	Doing a very good job
1	Staff were friendly and polite.
2	
1	
1	I am able to get an appointment when I need one and the annual check up is useful for ensuring my continued good health.

1	Helpful explained over all the test and results. And things like should do
1	[1/2] I like the on line booking facility, the wait is never too long and
2	I'm very happy with Wetmore Road surgery, just difficult getting through sometimes.
1	I was able to get an appointment quickly and the doctor was very thorough, pleasant and conscientious
3	Sorry ment to press 2 x
1	
4	I always have to wait some times over 30 minutes past my appointment time.
1	
1	
5	The service I received was 'joined up', holistic and understanding
1	Been a patient for many years and always I've had excellent service
1	Excellent help and advice
1	Effectively deal with any issues, and very friendly team both front of house and medically
1	Very helpful.
1	Good service
1	Friendly efficient
2	
1	Always I get satisfaction
1	Bin with that practice all my life the doctor I saw was very nice put my mind at rest the advice she gave me
5	Waiting for 50 min
1	
1	Very good professional advice
1	Nurse very helpful
1	Urgent Appointment was arranged .pleasant and professional Dr , thorough examination and treatment started
1	
1	
2	Good service

1	I have given the rating that i have because the surgery is friendly and ive never had any problems with this surgery.
1	Was asked to attend an appointment. First encounter with Dr Rhodes and she was lovely
1	
1	
1	
	Excellent
1	[2/2] rocess. Reception staff polite and helpful. Impressive service so far.
1	
1	Friendly and easy to talk to
1	
1	Although there was about a 20 minute wait for the appt. The locum doctor was very efficient and personable and wealth with the issue proficiently.
1	
1	
1	
4	[1/3] 1 hour waiting time after rushing & making effort to arrive on time - finishing work to leave at regular time, driving to pick my child up in Friday traf
1	
3	[2/2] tween 7-7.30 The phone at 8am rule is ridiculous
2	Dr Slack was very good. She was thorough, I felt listened to and I didn't feel rushed.
1	Excellent explanation. Very helpful and reassuring consultation.
2	Friendly staff/doctors. Sometimes difficult to get appointment. Waiting room radio is too loud/intrusive.
1	Very careing about patients and they listen to you
2	The 2 doctors I have seen are lovely and thorough as are the nurses I have seen, the only downside is the time you have to wait to see a doctor.
	The consultation with Dr. Slack was very indepth.
1	I had excellent care for shoulder injury over a course of treatments
1	Gps are excellent there

2	is a clean and plesent
1	
1	
1	Everyone kind and thoughtful doctors are brilliant and reception staff really helpful. All round great service. Many thanks
1	Polite receptionists low waiting times most of the time ...nice docs
1	Very understanding doctors