

# WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS June 2016

Rating	Response
1	Professional and friendly staff. Good explanations. Good follow up.
1	A well ran practice with friendly and helpful staff.
1	Kindliness and professionalism of nurse Liz today at my asthma review.
1	
1	Good service all round
1	
2	I rated my experience as a 2 because although the nurse I saw was very attentive and thorough I was still 15 minutes late going into my appointment. This is an ongoing issue at the practice but very frustrating as my appointment was 9am.
2	
2	
1	
1	
4	Because I have been ill for 4 weeks and it has taken me all this time to get an appt. I have had to demand for an emergency appt
1	
1	Very patient professional and kind.
1	
1	I had emergency appointment for my daughter. They helped us a lot very quickly. Always very nice ladies in reception.
2	

5	Incorrect prescription given, little understanding of specific chronic condition and fed up being a pawn between consultant and gp practice because they can't play nicely.
1	
1	
1	Because that were helpfull
1	
2	
1	
1	Good service if don't mind which doctor you have
4	It is so difficult to get an appointment. We are told to ring at 8am..it took me 72 times to get through on Monday to be told there were no appointments available..Tuesday it took me 40times to get through and I finally got an appointment to be told by the doctor that I have a chest & respiratory infection and should have seen them sooner!
1	Doctor was very good, thorough, kept me at ease
1	Because the surgery is personal and informative Dr Kaye and Dr boldock grimes bedside manner is brilliant
5	
1	It was our first time there and was treated great staff very helpful
1	
2	I had a appointment time and was not seen, ended up leaving as was going to miss another appointment elsewhere. Why have a appointed slot and be running late that early in the morning.
1	
1	
2	I was very happy with the doctor & the hca, they were very helpful. The only thing was i had to wait half an hour
1	Always helpful and efficient
1	
1	Always offered us a good service and would recommend to anyone
1	Was able to see a doctor today. Didn't have to wait too long, good docs that listen.
1	
1	
1	i rated 1 because i feel the practice is very efficently run.

