

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS June 2017

Rating	Response
1	Always find the girls on Reception will do their best to get you an appointment where possible. polite and always helpful
6	When the doctors are running late it would be good to be notified when you book in.
1	
1	Friendly efficient service
1	I was listened to, my scan results were explained in very helpful detail. The resulting referral has been actioned promptly by the Dr Prasad.
1	Dr Mackinlay was informative and reassuring and the exercises advised have already slightly eased the pain in my foot and ankle.
1	
1	
1	
1	Treated very well and staff are great
	Me and my family always recive excellent service care and kindness from all at Wetmore road Surgery. We have two young adults with special needs it means a lot
1	Because it's very helpful..
1	
1	
4	Seem to be abrupt and impolite.
1	
5	
1	Dr Law, always takes time to listen and help. Treats you like a person not just the next patient to walk through the door
1	

1	
1	
6	
1	
1	
1	Great surgery a credit to the nhs
1	
1	It's invariably good in respect of advice and treatment where applicable. Be good to get appoinments though when I need one rather than some time in the future. Probably my fault being too selective on GP.
1	
1	Good doctor good nurses fast appointments I see dr law and dr bulldock grimes and three nurses 10 out of 10 thank you
1	Brilliant and certainly good treatment.
1	
1	
1	
1	Excellent practice
1	I went for a follow up appointment. I have had treatment for gout. It has been sorted very quickly. Dr Kaye is a very efficient doctor ensuring blood tests etc. Taking my wishes into account regarding medication etc. A lovely caring doctor who puts you at ease. As are all the doctors I have seen at the surgery. Also getting an appointment is fairly easy.
1	Approachable,friendly & professional .
1	Appointment on time. Doctor very good and out come course of treatment a very sensible
1	Because Dr Slack made me feel listened to and put my mind at rest. And quickly set things in motion for my treatment.
1	
1	
5	
	Great staff..c..
1	Very thorough and helpful.
1	Care is excellent and everyone is pleasant, helpful.

1	Excellent treatment
1	
1	
2	
2	
1	Efficient
1	
1	
1	
1	Excellent doctor
2	
1	Excellent service once seen doctor
1	
1	
1	I gave the practice a 1 because I have been coming to the surgery for 49 years and have always felt welcome.
1	Because I have never had any negative issues in all my years as a patient visiting this surgery.
4	
6	I gave a 1 because from the receptionists through to the doctors they make you feel at ease and they care they are brilliant.
1	
1	Doctor very attentive and helpful.
1	Doctor I saw was fantastic and very helpful
1	
2	
1	The consultation we had with doctor law was most satisfactory.