

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS June 2018

Rating	Response
1	Very polite and efficient medical team
1	
1	
1	
1	
1	Always fabulous care and service
1	
1	
1	Welcoming staff and a GP who listens.
1	
1	The Doctor was very friendly and very thorough.
1	
2	
1	
2	
2	
3	Struggled to get an appointment on numerous attempts. Eventually turned up at 8am and queued.
1	Caring and kind practice nurse
1	

1	
1	
1	Number of GP's available
2	[2/2] ious docs are running would be a good idea
1	Quick and easy to make this regular appointment. Nurse was friendly and listened to my comments.
1	
2	[1/2] I would of rated it a 1 but there is such a long message when you call the surgery with options of which button to press and other information when all
1	
1	
1	Gp very understanding, helpful, reassuring.
1	All round i think the surgery is very good today the nurse was very caring
1	Helpful receptionists and an overall pleasant atmosphere. I'm a fairly new patient and I didn't find this at my previous surgery.
	The whole practice team look after our family really well .We are very satisfied with Wetmore Road Surgery
1	
1	[1/2] I went into my double appointment on time Dr Praisad was very kind and treated my back and she advised me of what will happen next with treatment Alway
3	People choose their own doctors' surgery which is why I answered as I did.
1	Dr Slack has always given me the ideal patient practitioner treatment, which is why I cannot complain with the service received.
1	Excellent care and understanding in particular from Dr Baldock Grimes.
1	People at wetmore road surgery are always kind for me
1	Pleasant staff and doctor is very understanding and helpful
2	
1	[1/2] Because even though I had to wait for 45 mins! Dr Baldock-Grimes is always so patient and understanding that it is always reassuring to have been able
1	
1	

1	
1	Because you always treat me in a professional and caring manner the best
4	[2/2] t really listening to me didn't want pain relief
1	Good
1	
1	Very helpful.
1	
1	Efficient and friendly service
1	Good service
6	
1	The doctors give good sensible advice.
1	I managed to get a same day appointment and the help required x
1	The receptionists are efficient and friendly and the doctor who saw me was very good
	Fxcellent service always
	Every one in practice from doctors, nurses and receptionist are helpful and empathetic. A proactive not reactive practice.
1	Good service
2	Very good
1	
1	Debbie is very very good at what she duo's ã°âÿâ~â ã°âÿâ~â ã°âÿâ~â
1	The Reception staff very pesent Ann helpful and doctor was thorough looking at notes
1	As I got an appointment the same day
3	Because as yet I don't know as yet if the treatment as worked so therefore I can't really comment
1	
5	
1	[1/3] because Ive always been treated well by the doctors and staff that
1	Clean tidy waiting room. Appointment was on time. Gp gave alternative holistic therapy advice as well as current medications
5	
1	

1	Efficient, friendly, professional service.
1	[1/2] I have been lucky enough to be under dr. Law for a number of years, he actually listens to you and is a very humane person. The only problem I have is th
2	[1/5] The doctors and practice are great. 2nd to non. In comparison to other practices it has stood well above other practices. However, over recent years gett
1	Everybody is so helpful from the receptionists 2 the doctors & waiting time isnt 2 bad. Everything is explained 2u if u ask.
3	
5	
1	
2	
1	[2/3] ce. She made a painful experience like having injections into a positive and memorable experience for my 3 year old boy. So friendly and polite. My son t
1	Nurse very helping and friendly answered my questions and put me at ease
1	Because theres no where better surgery staff polite doctors very good
1	I had a problem with cystitis they were very helpful. My appointment today with the nurse was quick and easy.
1	Be cause the service is very good
1	Great service from reception and doctor
	Because I have always been helped when I attend the practice
1	First class as usual, thankyou to all .
1	They are always helpful under pressure
2	
1	I have been with the practice for a few years and I've had nothing but great advice from you
2	
1	Staff were very friendly, and I was seen very fast
1	
1	
1	Staff will always try to get you appointments they are very friendly waiting area clean nice calm. Atmosphere
1	They do their best at all difficult situations

1	Dr Kaye was very understanding and thorough
1	Was able to get an appointment promptly. Felt that I was listened to and treated effectively. Very efficient.
1	
1	Professional service .polite staff .
2	
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1	Because the service is excellent and Debbie smith is brilliant
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1	
1	Very helpful nurse.
1	
2	Dr very plesent and staff
1	On time for appointment. Friendly and good caring advice.
1	
1	
2	
2	Dr law is a top doctor well worth the wait to see him and although the wait time can be long it's well worth it I'd not have any other doctor
1	Thankyou for being kind,helpful,approachable.
1	
1	Pleased with the service
5	
1	
3	twice had to wait 40 minutes for a pre booked appointment
1	Doctors are great. The nurses are very good and the receptionists are very friendly and helpful. Couldn't wish for better.

1	Always an excellent service and continuity of care always given
1	
2	
1	Doctor was polite and efficient. Gave me the information I needed
1	[1/2] Superb staff. I have anxiety and the receptionist was brilliant, she asked my name I broke down and she dealt with me superbly. Makes coming to the doct
2	It would have been 1 but for the difficulty of booking appointments and maintaining continuity with the same doctor.
4	Cause it's nearly impossible to get an appointment
1	Staff are very polite
1	Rapid response and thoroughness.
4	Wrong information given and inefficiency by receptists
1	Parents use the drs already
1	It's a friendly surgery where patients are treated with warmth and care. I am contacted about results promptly and any issues dealt with.
1	I don't like going to the doctors but I now realise I need them and Ive found Wetmore surgery has been very supportive
1	Appointment was on time & everything covered very quickly
2	
5	
1	[1/2] I didn't feel rushed during my consultation, and things were explained quite clearly to me. The only criticism I do have with the surgery, is the diffic
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1	
1	Nurse was brilliant! Staff always friendly
	Always helpful, understanding and efficient.
1	Because the surgery is warm welcoming friendly and reliable. I can get an appointment fast and when seen, the staff are always professional and discrete.
1	
2	All ways very good service. Me and my partner who i did loose never let us down.
1	
2	

1	Always professional and prepared to listen to any concerns you have.
2	
1	
5	
1	I've been a life long patient always been a good practice
1	Good information of treatment at that time.
1	
1	Very quick and efficient service, friendly staff
1	
1	The staff are always excellent
1	The doctor listened to me and send me for a blood test . She was very good .
1	
1	Friendly people and experienced doctors that can give you good advice and diagnosis.
1	
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1	
1	Friendly happy but efficient service
1	Polite and friendly staff from receptionist to practice nurse.
1	Just the Dr I saw
1	Never had any complaints
1	Appointment on time and treated well
2	The staff are very good but it is hard to get an appointment without a long wait
1	
1	Dr kay was very thorough.
2	
2	
1	Doctors listen and are reassuring
1	

2	[1/2] I was seen within 15 minutes of my appointment time and they took into consideration my work times. The doctor was really caring and informative and has
2	
1	Very good and do not condone the "pill pushing" doctrine found in some surgeries
1	Because Dr Kaye always listens
5	Felt rushed just wrote perception out then on my way
3	
5	[1/2] Every time I attend an appointment they are running over 30mins late. Always very busy and very hard to get hold of a dr even for a phone call let alone
5	
	Great service
1	[1/2] My experience of the surgery today was excellent from my phone call this morning. The receptionists were most helpful, to my visit this afternoon and the
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1	
5	
1	Seen on time and excellent rapport and diagnosis with Dr Law
1	Drs & receptionists are always helpful, pleasant & try their best to help you get an appointment. Always singing the surgeries' praises.
1	I have always been satisfied with wet more surgery for the last 30+ years.
1	Nice environment, good doctors, reasonable appointment times.
1	Professional and I can usually get to see a gp within a reasonable time unlike some surgeries
1	Good doctors and staff.
5	1
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3	
1	
1	My appointment was on time and the nurse was lovely.
1	

1	Very friendly staff most of the time and the doctors are very good plus u dont have to wait days for an appointment like other surgeries
1	Because of the GP I saw today
1	Great doctor and service
2	
1	
1	Saw doctor at appointed time and Dr Law very understanding and knowledgeable with my wife's cancer condition
1	
1	Im happy with the practice as a whole
1	
5	
1	I am always happy with whoever i see
1	[1/2] Because I always have a positive experience when I'm there. Plus Dr Kaye is always very thorough with her checks on me. I did have to wait a long time thi
1	
1	
1	Very satisfied with my care and treatment
1	
1	Very helpful + got an appointment right away, just generally very helpful
1	Excellent service
2	[1/2] It is frustrating that as the second appointment of the day I had to wait 30 minutes after my appointment time to see the DR. Although the Dr was very un
1	Efficient, accommodating and caring
1	
1	
2	It depends what GP you are able to see as to whether I would recommend . I would imagine this is the same at all surgeries
6	[1/3] Fantastic & polite receptionists who are always happy to help, can usually get an appointment on the same day when ringing before 8.30am again which is a
1	Wonderful treatment

1	[1/2] It took a few attempts to get through to reception, but I was able to have an appointment on the same day with the doctor I wanted. Dr Kay gave me her fu
1	
	[2/2] I need to take or whatever is needed.And it's the best surgery I've been to.Everyone is so nice and friendly.
1	Always helpful and friendly
1	Excellent patient care by my GP
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1	M
1	When you get through reception is very sympathetic and will do their utmost to help
1	Because excellent service always given in all aspects
1	Good reception no waiting time and GP very good
6	
1	
2	[1/5] Waiting times very much overdue! Appt 10am. Went in 10.45am. I think too many patients being taken on with fewer Drs. No evening surgeries for those work
1	Everyone from receptionist, nurses to Doctor were friendly and understanding
1	As always, Dr Baldock Grimes was excellent with her care and treatment.
1	
1	As always excellent care
1	
1	Dr Baldock-Grimes and her excellent service.
1	Excellent staff both reception and medical
1	I've always found them helpful and friendly
1	Midwife - Helen Wright was absolutely brilliant. Very accommodating as well as the reception staff. Very punctual with the appointment times.
1	Seen exactly on time or early, friendly personable nurse, sensible practical advice given.
1	Doctors look at you as an individual and not a number

1	Because the doctor was very efficient and had a nice way with her.
1	[1/2] I always find dr prassad very friendly and easy to talk to, also yesterday she asked another dr for another opinion, plus the receptionists are great. My
1	Because the reception staff are very helpful when I need to make an appointment and the doctors are sympathetic, respectful and caring.
2	