

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS March 2017

| Rating | Response |
|--------|---|
| 1 | Everyone was extremely helpful. Dr Law was thorough and explained everything in detail. A true asset to Your surgery. To the ladies on reception, thank You for having me booked in on such short notice. Surgeries are only good or bad depending on who works there. You have trully wonderful human beings concerned about the local community, through what i've witnessed. Thank you ever so kindly and congratulations on a great professional service. Gonzalo |
| 1 | |
| 2 | |
| 1 | Never had a problem all the doctors have given good service and advice |
| 1 | Doctor showed great patience listened to me allowed time and receptiin staff very friendly and helpful |
| 1 | Superb service from doctor Law excellent as usual car park very full today not seen that before |
| 1 | |
| 4 | It's a well run practice |
| 1 | I scored highly as I did because I was in need of up to date sick note to ensure payment will be issued when due. I made call yesterday and was instantly given the next available appointment, this was less than 24 hour wait and so I have now got up to date sick note thanks to the effort made by excellent reception staff of wetmore surgery who did what they could to ensure I was seen ASAP to help avoid any further problems if I wasn't to deposit sick note on time. So thanks to all who helped |
| 1 | Quick. Friendly. Helpful |
| 1 | |
| 1 | |
| 1 | allways get sorted by good staff and doctors. |
| 1 | |
| 1 | Professional and friendly staff. |

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| 1 | |
| 2 | Very good patient care and medical advice thank you |
| 1 | Friendly and polite |
| 2 | |
| 1 | The doctor went all out to assist with my issue and has also booked another appointment for me |
| | |
| 1 | |
| 1 | We have had a lot of issues with Our little girl and the Drs and receptionists have all been fantastic |
| 1 | Dr pasard is the best doctor i have ever known...i am very grateful to her |
| 1 | |
| 2 | The booking process is not good. You can be on hold for 20mins and then when you get through they tell you to try again tomorrow. I have previously been with peel croft surgery and you can ring anytime and get an appt. doctors have always been friendly when I have seen them. You are always kept waiting when you go. A better system would be to have one slot in morning to ring if you want morning appt and same in afternoon, offer weekend and late appts and when you do ring get put in a queue rather than continually having to redial. An online booking system would also help |
| 1 | I rated the practice as a 1 because they are sympathetic and offer diverse treatments not just medicines. Dr Prasad is such a specially talented GP. The staff alway help where possible. The only drawback is the usual lack of apointments at times but thats the whole of the NHS. |
| 1 | |
| 2 | The doctor was understanding and explained things. |
| 2 | |
| 1 | Louise was v understanding & made time 2 listen 2 me |
| 1 | |
| 1 | Always very friendly,and very efficient,been with the practice a long time,wouldnt dream ov leaving. |
| | Clean tidy environment , reading to keep occupied , reception staff courteous and when doctor was running late kept us well informed , I'm very uncomfortable with doctors but dr. McKinley was very kind and kept me calm and explained everything thoroughly |
| 1 | |
| 1 | |
| 1 | Very clean , dr Clarke very kind understanding & helpful , |
| 1 | |

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| 1 | |
| 1 | Saw practice nurse for annual review. She was extremely pleasant and helpful. Thank you. |
| 1 | |
| 1 | 1 |
| 1 | |
| 1 | |
| 2 | I had to wait about 45 mins for my appointment but the lady was lovely |
| 1 | |
| 6 | I visited the practice yesterday and waited approx 45 mins to be told i have a virus. I would appreciate a call from a different doctor as i have spoken to nurses who advised with my symptoms i should of been sent for a blood test |
| 1 | |
| 1 | |
| 1 | I always receive excellent service and great efficiency. Every appointment I have had is thorough. I'm always treated with respect. This also reflects on the referrals by the GP and every investigation has been thorough. |
| 1 | The nurse was very good . and understanding . |
| 1 | |
| 1 | 21st of March I was first time at Your place. Nurse who took sample for testing was very professional and kind. |
| 1 | |
| 1 | |
| 1 | Have always received great service from wetmore road surgery |
| 1 | |
| 1 | I always find the help you receive from the receptionists to the doctors is second to none. I would give a gold star to my doctor, Dr Prasad, she is credit to this practice. |
| 1 | Though not cured have been given medication to help |
| 3 | Doctor rolled her eyes, when I explained why I had been advised to attend that day. I felt that I maybe shouldn't have asked for the appointment. |
| 1 | |