

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS March 2016

Rating	Response
1	
2	Because there are nice people working there
1	A really friendly practice.
1	
1	Always excellent profesional service from Dr Kaye!
1	
1	
4	The reception staff and doctors are exemplary. My issue is with waiting times, ~10 days to get an appointment is not acceptable.
5	Having to wait over 40 minutes for my appointment with no apologies. My appointment was booked for 11am and I was called in to see the doctor at 11.45
1	Thought the service provided was very good.
1	
1	
1	
1	
1	
	I was asked to wait outside as the receptionist didn't start until the same time as my appointment. It was 1 degree Celsius and snowing, people waiting to see their doctor shouldn't have to wait outside in the cold.
1	Always efficient, friendly, informative service provided
1	I was impressed with Dr Hallam he was very thorough, also receptionist was very nice.

2	
1	
1	
1	Good service, kind doctors with good knowledge
1	
1	I have always felt really well cared for by Wetmore Rd. Surgery.
1	Fairly timely appt Excellent care from the sister from listening to giving advice
1	Always helpful and 99% of time can get to see a doctor even if not doctor of choice
1	
1	they have always been very good for me.
1	I rated it 1 for excellent as I was very pleased with my treatment thank you.
1	
4	
2	All in all not a bad surgery, the doctors are good , but getting in to see one can be a nightmare.
1	Hi appointment only a few minutes late, and very successful app with doctor thankyou
1	
1	
1	
1	
1	At the moment I am very upset about my condition and Dr. Baldock Grimes was helpful and extremely comforting to me.
2	
1	
2	
1	
1	
5	
1	Very pleasant staff and nurse
1	

1	Wetmore Road practise...I can always get an appointment within a couple of days for the dr I request and they are all highly approachable and always appear that nothing is too much for them-especially under the current financial and political climate. Always highly recommended. Thank you for all u do.
5	
1	
3	Silly question: People don't recommend their GP practice readily.
2	
1	
1	The practice offers a good service of treatment and the doctors are always happy to see when you need to see them about a problem or treatment
1	Because you give a excellent valued polite and helpful service
1	
1	
1	
3	
1	
3	Not always easy to get app, especially if you are desperate to see doctor, no matter how early you ring the app have always gone. Can't always plan when your ill!
1	As always, efficient and thorough
2	
1	
2	
1	Friendly and helpful
1	Friendly, good advice from nurse.
1	I have been at wetmore surgery since i was 18 i have all ways told people that need a new doctor to go there as they are the best in town. And im now 68
1	Friendly and helpful

2	
2	
1	
2	They gave me an emergency appointment today as I am in pain. I have usually been satisfied but my only gripe would be trying to get through to make an appointment from 8am. I don't usually ring unless necessary but it can be frustrating to be in a queue and then told there are no appointments left.
1	Always a good service from all the staff especially Dr kaye who has helped me so much over the last few months
1	always get an appointment - good quality care and referrals. Friendly staff.