

WETMORE ROAD SURGERY

FRIENDS & FAMILY SURVEY COMMENTS

March 2018

Rating	Response
2	
1	Helpful friendly staff. In the worse days weather for years all doctors made it in for their patients. Saw Dr. McKinley, listened to my symptoms explained in detail what was wrong, prescribed medication, instructed me on best way to take it, and to come back if the problem wasn't resolved. There was a little delay, 15 mins, before I was seen but this is to be expected in such a busy practice.
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1	The Dr I saw was very helpful and understanding
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1	A short wait after easy booking online. Dr.Slack was easy to talk to and has an excellant, understanding manner.
1	All GPs nurses and reception staff are all careing always a excellent service
1	
1	In my experience the practice delivers an excellent service to patients.
1	Dr. Law is an excellent doctor and I really appreciate the time he takes to listen to any concerns before then addressing them. He always explains his decisions and makes sure they are understood.
1	Dr Rhodes is an excellent GP, combines professionalism with warmth and caring.
1	
1	Both doctors and staff are really nice. Best surgery in Burton.

1	Friendly staff, the nurse I saw (and the student) was brilliant. I couldn't fault her at all. It was my first visit ever to the surgery and must say it was one of the most pleasant doctors I've been a patient at. Thank you
2	Pleasant and helpful practice nurse
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	Thats my honest Opinion
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1	Professional approach from reception staff to seeing Dr Slack, prompt diagnosis and action plan.
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1	I have had some underlying health problems and Dr Presad has professionally moved me forward to hopefully better fitness. The reception staff are fantastic too.
1	The Dr was very considerate and helpful.
4	I was in doctors room about 1 minute! Dr behind (which i understand) but surely i shud not pay for dr running late!
1	
1	I was only waiting a few minutes before my appointment. The nurse was really helpful, respectful and knowledgeable very please with the care received
1	
2	
1	Fast friendly, professional service.
1	
1	Dr Baldock-Grimes is the reason I gave such a high rating of the surgery. She is polite, professional, always has time for her patients and cannot do enough for you. A real credit to the surgery. - Dan Goodhead
1	Friendly helpful reception staff. Understanding, patient doctor.
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1	Because Doctor Law took time to explain things and made what was an uncomfortable procedure bearable.
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1	Both Staff and Doctors are always very welcoming, caring and understanding.
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1	Dr law
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1	The practice nurse was very good and thorough
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1	The reception staff were great and really helpful. The doctor was fantastic and listened to my problems reassured me and explained that she was there to help . Great service.