

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS May 2016

| Rating | Response |
|--------|--|
| 1 | |
| 1 | Friendly, caring staff and efficient service - appointments usually commence on time. |
| 6 | Because i have to keep going back to get a problem resolved been once this week have to go again due to no improvement |
| 1 | |
| 1 | |
| 1 | Because I am very happy with the service provided whichever doctor I see thank you |
| 1 | |
| 1 | |
| 1 | |
| 1 | Because of the good treatment of all staff |
| 1 | |
| 1 | |
| 1 | Always treated me well and my late husband |
| 1 | Best service. Best practice. Good staff Friendly service. |
| 1 | Because I was able to be seen as an emergency patient on the day I rung & get the treatment I needed (penicillin) for severe ear infection. |
| 1 | |
| 2 | Always have a pleasant experience at this surgery |
| 1 | |

| | |
|---|--|
| 2 | The treatment will hopefully be ok but having to wait 5 weeks for an appointment was not. |
| 1 | The reception staff were very polite and helpful and my appointments with the doctor and nurse were very friendly |
| 1 | |
| 1 | Because the drs and the staff are always very helpful. And if an emergency app is needed. They will always accomodate. I am a practice manager of a private Dental Practice. So I know how hard it is to keep everyone happy. Well done Wet more Road. |
| 1 | |
| 1 | |
| 1 | |
| 1 | |
| 1 | |
| 1 | |
| 1 | |
| 2 | |
| 6 | |
| | Very good treatment |
| 1 | |
| 1 | |
| 1 | |
| 1 | Dr Kaye is fantastic |
| 5 | |
| 1 | |
| 2 | I came to the surgery yesterday to see Dr Clarke. I was dealt with professionally + sympathetically. |
| 1 | |
| 1 | Dr very good at explaining things |
| 1 | |
| 1 | |
| 1 | |
| 1 | |
| 2 | |

| | |
|---|--|
| 1 | Because my doctor was very thorough & explained very clearly. |
| 5 | |
| 2 | |
| 1 | Because I was very satisfied with the Doctor and I felt I had been listened to |
| 1 | |
| 2 | Friendly staff & brilliant doctors. My only issue is that they have never been running on time at any of my appointments which was never an issue at my previous surgery |
| 2 | The difficulty in booking an appointment to see your preferred doctor |
| 1 | |
| 1 | |
| 1 | |
| 2 | |
| | |