

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS May 2017

Rating	Response
1	
1	Extremely helpful Midwife. Receptionist staff friendly. Clean facilities. Appointment ran on time.
4	
1	Dr Kaye, lovely doctor. Made me feel very relaxed, explained everything to me too.
1	Got an appointment straight away. Booked in at the surgery easily. Doctor was friendly and easy to talk to. Listened to my health issues then explained what he could do to resolve them. Great service.
1	
3	
1	
1	I have always been happy with my treatment at Wetmore Road, apart from the wait for appointments.
1	
1	
1	Very good and polite service.
3	
1	
	I rated it as 1 because the nurse was excellent and explained everything very well at each stage
1	
2	
1	Always feel the Dr's give the time 2 really listen 2 you
1	
4	Waited over 1hr to see the doctor and I thought her manner wasn't what would expect

1	Doctor was great she spent time listening and sorted issues out... also didn't have to wait to long to be seen
1	
1	
1	The doctor I saw was very helpful listened and even though was 25 mins behind was pleased with doctors advice and service.
1	
1	The care is evident. Actual care, its not just a job.
1	
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1	
1	Sympathetic advice
1	
1	Top rating because I saw top doctor - Dr Law who was most helpful.
1	Well the staff and doctors are always courteous to me so they deserve the recognition... Thank you..
1	The GP's was outstanding
1	Because i am always treated with kindness and treated with respect by all staff and Doctors. Only negative point to make is the ridiculous idea of ringing at 8 for appointments but i do appreciate this is sn NHS directive affecting all practices which is a shame as it can be very frustrating trying to make a none urgent appointment the older system worked far easier and kept everyone happier
	As always , helpful , efficient and caring, always going the extra mile to help even, as in my case, hn an emergency.
1	
1	Always helpful and do their best
1	
1	Prompt and efficient attention.
4	
1	Been at that surgery for 51 years no complaints
1	
1	
1	
1	Excellent surgery,Ã°ÃŸÃˆÃˆ
1	Because Dr Law is absolutely fantastic, your Reception staff 100% professional and patients are treated with dignity and respect.

1	Very professional & caring service received
2	Waited 40min to be seen. Happy with doctors work.
	Doctor law is always good to me
2	
1	Nice clean surgery & very polite receptionist's, very good doctor's, the only gripe is how long it takes to get an appointment
1	Because its a first class service and practice
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1	Helpful friendly service.
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1	I recommended the surgery because it's nice and clean, I've been going for a long time, and Dr Law was very understanding and friendly
1	
1	Excellent and thorough appointment with Louise the nurse. Very caring and helpful.
1	
1	
1	