

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS MAY 2018

Rating	Response
2	
1	
1	Courteous and caring staff.
1	
1	
1	
1	Been with the practice all my life 81 years
1	
1	
1	The consultation i had with the nurse was very good and informative and she gave me an information pack which was very useful
5	
2	
1	
	Had my review this morning nurse very good also had an ecg i was looked after very well ta
1	Excellent
	[1/2] I have sent another text to you read your text wrong my treatment at the surgery always has been excellent thats why i have been with you 62 years janet
2	Pleasant surgery and friendly attitude
1	

1	I could get an appointment the day I phoned. Great service as always, thank you
1	
2	
1	
1	I got a quick appointment well treated
1	
1	
1	
1	Efficient and wise counsel and encouragement from health review practitioner.
1	
1	
1	
2	Everything was good and didn't have to wait long to get the appointment. I didn't have to wait in the waiting room very long and the Doctor was very good
5	
1	
1	The staff were very helpful
1	
1	
5	[2/2] ad died a few years ago well in his nineties and again so much support. Everyone is so helpful .
1	The staff are very friendly and helpful
1	
1	
	So heipful
1	
1	I rated because have always received excellent care
5	
1	Reassured me and gave me the answers i needed
2	

1	
3	
1	Everything excellent as usual
1	Punctual appointment and dealt without problem
2	
1	All the staff are very helpful. The nurse I saw this afternoon (Louise ?) was excellent. PJW
1	
1	[2/2] to your message.
1	[1/2] Extremely thorough consultation. Clearly outlining issues and options including referral to specialists. I have great confidence and satisfaction for the
1	
2	
1	Excellent practice with efficient service
1	[2/2] fessional.
2	[1/2] Friendly staff doctors and nurses alike but don't like how its 3 weeks for an appointment and when u need advice from nurse or doctor the receptionist as
1	
1	Both excellent on efficacy and patient care thankyou.
2	
1	Friendly staff, clean
1	
4	Waiting times and difficulty in getting appointments
1	
1	
1	Excellent reception excellent nurse.
1	
2	
1	
1	Doctor Hallam very thorough and professional wonderful doctor!

1	
1	The doctor knew what she was doing and was quick and efficient
1	Ive with the surgery for many years and always been treated very well .
1	
2	Punctual. Dr Turner thorough in explaining medication. She had lovely manner.
1	
1	
1	Spot on with nurse and dr
1	
1	I rated the practice as I did because I received very good treatment from the medical practitioner.
1	
1	
1	My problem taken seriously and good advice given.
1	
1	
1	Support offered for long term condition very good and compares favourably to others I have spoken to registered with other surgeries.
2	
1	
1	Because just lately I've been a lot and have been very satisfied with the way I've been treated
1	
1	
1	Excellent patient focused care lovely doctor's receptionist's nurses
2	
1	
	I have always been with wetmoor road and i find them excellent with myself and also my husband 2 thank u
1	
3	

2	[2/2] sten and treat with courtesy and respect. Thank you.
1	Get appointment same day, GP was nice.
3	
1	
2	I didnt give full marks because of the delay in getting an appointment
1	Very approachable. Didn't have to wait long.
1	
2	
1	
1	
2	
1	
2	
1	[1/4] Always found the practice very calm and always careing . I like the idea of the tele monitor prompting people to look at there life style and not be supr
2	
	I've explained in my feedback which I left with the receptionist
	becource I would recommend wetmore road practice that's why
1	Punctual
3	Very rarely attend and not as pleased with the surgery as I was a few years ago
2	
4	[2/3] few questions on my results I requested to speak to doctors, but it was such a hassle n the way they responded was frustrating, finally after lot many ca
1	Dr Kay Brilliant
1	
1	
1	
2	Good service but not 'great' due to 25 minute delay and no apology from GP
1	

1	
1	The staff were very helpful and polite
1	I had an emergency appointment, I was soon seen. The dr has referred me for an X-ray, which I feel is the best plan of action for me.
1	
1	
2	Today I needed an emergency appointment and the reception staff were much more obliging this time.
1	
2	
2	
2	
1	
5	[1/7] Because the doctor did not prescribed me nothing for sleep even though I did explain that I work shifts and I suffer from depression, and when I work day
1	
2	
1	
5	
1	Usual good service usual delay but not too bad. DJ
1	
1	Staff friendly place clean and tidy
1	Excellent service and advice
2	
1	
1	Doctor listens, clear explanations and advice. Very satisfied
1	
2	

1	
1	Kind and efficient.
1	
1	Efficient and friendly. On time today.
1	Excellent service 5 mins to wait dr very pleasant
1	Professional, friendly service by practice nurse and appt was only slightly delayed
	Because when I go there I need help, and I get it . Everyone is great
1	Very friendly
1	
2	
2	
2	
1	[1/2] Always friendly and helpful staff. Dr Slack has a brilliant, warm and professional manner who I trust and like. Hope she's recognised for the amount she
2	
1	
2	
1	Really excellent care from the travel nurse.
1	Approach by practice nurse friendly & professional without being judgemental.
1	
1	
4	
1	Generally a good service. Sometimes you gave to wait quiet a while to be seen. but that can be understandable.
1	My symptom was dealt with efficiently.
1	Nurse Liz was very nice, calm, professional and informative
1	
1	
1	The surgery is always supportive with my on going health condition

2	
1	Because I rang to get an appointment this morning, and got one. Also doctors are lovely
2	
1	Really great chat with Dr Hallam who carefully talked me through the potential issues with my problem (sore feet) and gave very reassuring answers
1	Always able to get an appointment, helpful staff and waiting times in the surgery are acceptable.
1	Exerlent service and understanding caring staff
2	
1	
1	Great service Great doctors and staff
1	
1	
1	
6	[1/3] The people, doctors, nurses and receptionists are exceptional; polite, engaged and always willing to assist. My issue is with the infrastructure, delays
1	
1	The surgery is always very good excellent staff and nurses and doctors thank you a credit to the practice
1	
1	Because of the first class service the majority of the staff are friendly and helpful Dr Baldock grimes bedside manner is first class
1	
1	
2	Dr running 20 to 30 mins behind .
1	
1	
1	Doctors are good and listen
1	Doctor was fantastic really helpful
1	
1	Because thay was very hapfull and nice .

1	[1/2] I'm rarely ill and when I was it hit me hard , I saw three doctors at the practice and they were all very caring , and considerate , especially dr McKinl
1	
1	
5	
1	Very good staff and polite xx
1	
1	I'm always happy with service wetmore Road give
2	
1	
1	
1	The gap was knowledgeable and informative about my situation.
1	I have always found service to be good
1	Received thorough care
1	Efficient
2	
1	Because everyone was very polite and appointment was on time
1	
6	We had to wait fifty five minutes to see the doctor
5	
1	Although busy and running late, still found time to get me an appointment at hospital tomorrow,
2	Friendly servive despite long delays today
5	Before you get to see a doctor you're either dead or you've cured your self.
1	
1	Staff and doctors are very helpful
1	
1	
2	1

2	
1	
1	[1/3] I speak as I find, the only thing I could fault was the 1 hour wait to see the doctor but once I was in with the doctor she was thorough, put me at ease,
2	[1/2] After waiting in the waiting room for an hour and seeing the doctor going walkabout,no names on the walland a few more people came in. We have recomended
1	
1	
1	Efficient setup.
1	Excellent people and service
1	
1	[1/2] Because I can always get an appointment within a reasonable timeframe and you always find a way to prioritise my granddaughter who is post transplant and
1	
1	
2	
2	
1	I've always received excellent care from the Doctors at the surgery.
1	
2	
1	The welcome and attention from the nurse was very good
1	Because I was very happy with the way I was treated obviously!
4	As every time I get down there for an appointment everytime he surgery is always running late by at least 39 minutes
2	
	Always good service staff pleasant and understanding best doctors in town
1	
1	My wife was able to call in on way to work at 8am and get me appointment today instead of 15th June. Fantastic. Thank you
1	Friendly staff and first class service
1	

	Because I always receive a good service
1	Saw an excellent nurse with outstanding people skills
1	Not too long to wait and the doctor was very helpful and efficient
1	[1/2] The health of both myself and family are of great importance to me, in Wetmore Road Surgery we all enjoy being looked after by a wonderful team of dedica
1	Good service
1	Thorough of Dr Kay.
1	
1	
1	
2	
2	Apart from the appointments never being on time and at 8.30 in the morning still being 10 mins late , very friendly and relaxed atmosphere
1	Friendly helpful Practice and Staff
1	Got in when rand for appointment and the doctor was really good
3	
5	NHS is a joke,but i'm not laughing !!!!!!!
1	[2/2] respect and by receptionists too. Nothing to complain about very happy with my surgery.
1	
1	
2	
2	I find the staff friendly.
1	
1	
1	
2	
1	
5	I meant to put 1, that I would recommend the surgery. My rating was a typo

2	Very good surgery, but sometimes can't get an appointment when they go quick
1	Good service all round