

# WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS November 2017

Rating	Response
1	The volume level of pipe music is just right. As a mood-swinging musician, this is crucial. The staff are competent, polite and above all compassionate. I believe the Hippocratic oath is alive and well here.
1	
1	Dr kay 10 out of 10. Reminds me of. Dr mary mills.
1	
1	Reception staff were very friendly and helpful. The doctor listened to my problems , reassured me and explained what she could do to help . Great service
1	Pleasant staff and good service provided
1	Because the staff are very friendly and helpful
1	I have rated 1 because my appointment with the nurse was very informative. Felt that we discussed in detail both my blood and urine results. A feeling of genuine care and was not at all rushed. Having had an emergency appointment this week with a Dr I cannot fault the service given . Thank you.
1	
2	Appt made for following day - not usually as easy as this.
1	Excellent On time and dealt with superbly
1	I think all the staff and Doctors work to the best of their abilities to provide an excellent service to all patients. Everyone is kind polite and show empathy whenever i have occasion to visit the surgery.
1	
1	
1	The receptionists are kind, polite and discreet the place is very clean and tidy. Its as near ton perfect is Ive ever seen

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1	Wetmore Road Surgery has a friendly group of doctors and polite reception staff. A quality not many have. Although some new members on reception seem to be following others with being somewhat abrupt rtf and if that continues I will not rate them so high. So far the kind and polite nature of staff is their top quality. Hope it doesn't change.
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1	Always helpful and welcoming!
1	It was easy to book appointment, it wasn't too big queue before visit and the doctor was professional and nice.
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1	Pleasant helpful receptionists. Excellent attention from doctor
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1	Appointment was on time and well explained. Dr was very good.
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1	The staff are always so helpful. The nurse I saw this Morning was very informative and approachable.
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1	We weren't kept waiting and the nurse was efficient and friendly.
1	Very helpful and friendly

1	Because myself family have used the surgery for over 51 years
1	Nice friendly staff and good at their job..
1	
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1	Efficient, pleasant and helpful.....everybody, also the Dr didn't rush me!
3	I rated them this way as i was in the room with the nurse for literally 1 minute. I spent 20 minutes extra waiting as seems to be the normal at the surgery
1	
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6	I rate it high because all ways get good service at the surgery
1	Because Dr Slack is very thorough and listens.
1	Because as usual Dr law was very good and put me at ease
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3	I don't find it acceptable to wait 45 minutes to see a nurse with no apology.
1	Although my wait to be seen was a long one the doctor was very apologetic. She came across as being very caring and went into a little more detail about my illness and ways in which I could help myself.
1	
1	Cos I like the place.
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