

WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS October 2017

Rating	Response
2	
1	
1	My GP Dr Law is just one amazing Doctor who always gives of his time, listens & treats me with compassion. I am never made to feel that my problem is a waste of his time to him + he never rushes my appointment. Yesterday he even offered me my ÆÏÏflu vaccination. I was delighted about this, as this has saved me making another visit to the surgery for the same.
1	
2	
5	I saw the sister, she was punctual, friendly and didn't make me feel rushed. Thank you
1	Always helpful and polite running late but kept informed
1	
1	It's a great Doctor's Surgery, with great Doctor's and staff. Receptionists are pleasant and always willing to help.
1	Because the staff are helpful and friendly
1	
1	
1	Excellent care from Doctor and staff. Friendly and helpful at all times. Very impressed!
1	
1	
1	

1	
3	
1	
1	
1	
1	Helpful. Efficient
1	
4	
1	Quick and easy to deal with always helpful
1	
1	
1	Because the Nurse Karen has been fundamental in helping cure my Diabetes.
1	Because the nurse made me feel really at ease when I felt so nervous waking in.
1	
1	Friendly and helpful staff. Welcoming atmosphere.
1	
1	
1	BECAUSE EXCELLENT PRACTICE AND GOOD AT WHAT THEY DO
1	
1	Good friendly welcoming place
1	
1	
1	
1	
1	Good attitude from staff.Satisfied with medical care
1	
1	
1	

1	Computer reception clear and user friendly. Call into treatment room clear and on time practice nurse pleasant and efficient. Well done Take 10 Brownie points
5	
2	
1	The Asthma nurse was really kind and helpful.Reception staff are really friendly.
1	
1	
1	Everything good as usual. All staff very professional. Doctors always sympathetic to your problems. Great surgery!
1	
1	Doctor woz polite, welcoming and listened to my symptoms. She explained things in a way I understood and woz really reassuring.
5	Doctor Low the best doctor in the world
1	
1	
4	Long waiting times (over 1 hour). Felt like the dr wasn't particularly interested in my ailments. Advice given wasn't useful and made me feel like I was wasting their time (although I was following standard advice in seeing a dr in the circumstances.)
1	
1	
1	
1	
4	
1	Always accommodating and normally get an appointment with chosen doctor.
5	Delayed by over an hour and was there for 2hours just for baby's vaccinations.
	The visit to practice nurse was helpful and informative.
1	
1	Because of the service I receive
2	
1	
1	I have excellent service from this surgery and always feel looked after.

3	
1	
1	Very helpful doctor and friendly reception staff.
1	
2	Doctors good Waiting times not so good occasionally
1	
4	Unwelcoming and cold reception staff. A relative recently had to wait one hour and forty minutes over her appointment time.
1	
5	There was mix-up with my appointment and I had been booked in with wrong doctor. As I didn't wish to see the person I had been booked in with I was obliged to leave without consulting a doctor.
1	Practice nurse very thorough with our travel vaccines
1	