

# WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS October 2018

Rating	Response
1	
1	Dr prasrad takes her time to explain things to you xxcellent care
1	
1	Efficiently treated, knowledgeable. Approachable and sympathetic towards the situation make me feel very comfortable thank you Dr Kaye
1	[2/2] s in Oxon!
1	The doctor was very approachable, listened to my concerns and explained my treatment to me being friendly but professional
5	great reliable service
	I have always found them satisfactory
1	Very happy with the surgery. Drs have always been very good! Get seen same day you call for an appointment!
1	Dr slack is the only doctor I will see , she is amazing, it's a shame some of the other doctors are NOT
1	
2	
2	
1	
1	Little late going in due to nurse shortage but acceptable time . Friendly staff and nurse !
1	
1	
1	They have looked after me so well with my ailments and the staff a lovely

1	I can normaly get appointments when needed and service by all staff and doctors is very good.
1	Because of all the doctors and the support staff they all make me feel confident and comfortable
1	great service from my doctor : David Hallum he always help me
1	My view is related to the quality of care provided- having said that, car parking and premises are in need of significant improvement
1	Was seen almost on time & nurse was very friendly
1	Excellent service by all Felt better after seeing doctor
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1	
2	
1	Every one helpful
1	
2	
1	
1	
1	li always think i get a good service at the surgery
1	
1	
1	
1	
1	I have always had a good experience when having to use any of the services wetmore road surgery have to offer
1	The reception staff were very helpful and friendly and the nurse in saw was very good and made me feel at ease.
	I find the receptionist v helpful n Dr.Hallam helpful and reassuring.
1	Always ready to help
1	
1	
1	Excellent decision making , booked me in to A&E straight away
1	Excellent Doctor and service
1	Although nurse was running late, she was very friendly and apologetic and knowledgeable about my problem

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1	
1	Been there for 45 years never had a problem
1	Very polite and caring.
1	
5	Had to wait to long
6	
1	[1/2] Doctor resured me everything was OK, took time 2 examine me just incase there was a underling problem. Told me to go back within 3/4 weeks if I still ha
1	
2	
3	
1	Good helpful meet with Dr
2	
1	Friendly staff, good doctors, no problems
1	Seen by Doctor on time he was very helpful and understanding also appointment was available
1	
1	
1	Managed to get an appointment quickly, short waiting time, plenty parking spaces
3	Appointments never run on time but I am seen without issues usually. Issues being resolved quickly.
1	
	Efficient and professional as expected
	Very pleased with how i was treated, kind n caring staff.
1	
1	
2	
1	The nurse was very very nice
1	Same day appointment..pleasant staff..problem of injury being watched
1	

1	Very pleasant helpful nurse
2	Good quick service.
1	
1	I can nearly always get an appointment appointment
5	Very hard to get appointments
1	
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2	
2	
3	
5	
1	[2/2] s got an appointment staff are helpfull and friendly
5	[1/2] This morning I had problems I made appointment I needed to see a doctor I'm going away I don't have rePeAt proscrition they rang me and brought appoin
1	[2/2] ellent NHS service Thankyou
	Because two days not functioning properly is unacceptable
1	
1	
3	
1	Good practice but always running late
2	Because, for me you have been excellent, I'm still bitter with the treatment you didn't, at first, give to my wife!
1	
1	
1	A good surgery
1	
1	first class service

1	The practice nurse was very kind to my baby and very informative.
1	N
	You have posters up get your flu jab but you don't have any
1	
1	I rated the practice as I did because I received very good treatment from the medical practitioner.
1	Appointments available daily.
1	Good service, response & treatment
1	I didn't have to wait too long and the Dr I saw was very good
1	The service and care from staff and doctor.
5	
3	Just
1	Everyone are so helpfull and concerned about you and very professional
1	
1	Good service, not long waiting time, cleanliness, nice receptionists
1	Very helpful and reassuring consultation. Also very empathetic
1	
1	[2/2] . Thank you
1	
2	They were really good today, but my wife has had issues in the past which colours my view.
2	Midwife and reception staff were excellent. Though my appointment was delayed by 25 minutes
1	Managed to get an appointment for the same day and the doctor had a great manner.
5	I meant to say i would recommend the surgery, sorry for error
1	
1	
1	As always excellent care
1	
1	

2	
2	
1	I find Dr Slack a very approachable and responsive doctor. Thank you.
5	
5	
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1	
1	Appointment nearly on time. Nurse explained procedure and how results will be disseminated clearly and concisely. Very professional.
1	
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1	
2	35 minute wait against appointment time.
1	Excellent service by reception and doctor.
1	
1	Lovely receptionists. Very helpful Dr. Thanks for a positive experience.
	Doctor was very through and listen to my problem
1	Great surgery . Great staff . Great Doctors . Great nurses .
1	Very efficient at getting me in as early as they could
1	Professional understanding
1	Very good doctors
1	
1	
1	Because we always get a good service
1	Good response to problem and treatment every time
1	
1	The doctors are always supportive & patient. Also it now appears to be easier to get an appointment.
1	

1	
5	
1	I got the appointment the same day. Didn't have to wait too Long to see the doctor and the doctor explain everything in details and very clearly.
1	Cause the Drs are good
3	[3/3] he service I received was exactly as expected, therefore I was neither disappointed nor were my expectations exceeded.
1	[1/2] The reception staff always have time for you and are extremely polite too. Medical staff also listen without making you feel like they are rushing to ne
5	
1	
1	Professionalism Courtesy Understanding
2	
2	The voice recording is so long now it adds 2 the length of time 2 b able 2 get through
1	Friendly, thorough and reassuring
1	The nurse i saw today was very good at explaining to me about my diabetes and how i can help my self to manage it better
1	Doctor was lovely, I have been a few times recently and she's always very nice , listens and explains things properly, thank you
1	Professional happy staffs
2	Very good practice but I never get to see doctor at my appointment time. Normally wait at least half an hour after app't time.
5	
1	
1	
1	As always , excellent .
1	Dr law is an excellent doctor who always makes time for you
1	
1	
1	
1	Prompt response to my test results
1	
1	My appointment was on time and the Doctor was very helpful

1	Because I've been with them for over 50years and very happy there thanks.
1	
1	
1	
1	Staff are caring. The doctor I saw was understanding, thorough and patient
1	Good doctor
2	
1	
1	Having an appointment for blood test is so much better than waiting at the hospital all morning
1	[2/3] onal myself I have been impressed with the level of care provided, the availability of appointments, the respect they show to me as a patient, and confid
1	
2	Rated as likely because it can sometimes be difficult to make an appointment
1	
2	
1	
1	The surgery is always caring and professional
1	
1	Got a same day appointment for my 2 year old. Appointment was on time and the doctor was fantastic with my little girl. Much appreciated, thanks
1	
1	
1	In all my years with you, I have never had a problem
1	
1	Very professional.and explain things well
4	[1/14] Majority of the times I call at 8am to get a same day appointment it takes me over 80 phonecalls to get through. I feel let down by a few of the doctors
1	[1/2] Because everyone at the surgery from the GP's to reception staff are always helpful & as my husband has cancer we use the surgery a lot. From my point of



1	
1	Friendly staff good waiting times
1	Efficient friendly and professional
1	Quick and good
1	Very efficient
1	[1/2] The experience this morning was pretty good for a family flu jab. We didn't have to wait too long and despite the mix up at reception where they said my
1	Dr Slack is amazing She remembers everybody's name
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1	
1	Very well organised and all staff pleasant.
1	Very prof and pleasant
2	
1	Very happy with the practice
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1	
1	
1	[1/2] Always greeted properly, and dealt with in a professional manner, the one downside is when I need an appointment, and sometimes they are so far in advanc
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1	
1	
1	Very polite and have always got time to listen to what you have got to say. 10 out of 10 and all the staff
1	
1	
1	Closest. Family live other side of the country
1	

1	Always helpful, and get you an appointment to suit if possible, and doctors very caring, nurses are also gentle and caring,
2	
1	
5	[1/2] Ive been with the practice for many years never had any cause to complain. Dr prasad and dr kay are my drs of choice they are very professional always f
1	Attended appointment on time and nurses very friendly and efficient
1	
1	The nurse was very kind and approachable.
2	Easy access and check in. Friendly and informative staff.
1	I was pleased with the doctor all though she was running half an hour late
1	I have been at that practice over 40 years and the drs have helped when our family had bad health problems and good
1	Friendly and professional.
1	
1	I have faith in Dr.Slack, offers good advice, works methodically through issues, however waiting times are abysmal.
1	
2	Clean, organised without being too clinical
2	It would have been a 1 but I was 15 mins late in for my appt
1	
1	[1/2] Dr. Law had the time to listen to me and understand my issues. The lady at reception greeted me politely and wished me well by the end of the appointment
1	All the staff are polite and professional and it's a nice and clean environment very inviting
2	The drs and nurses I've seen are all very nice would have given full score but it's sometimes hard to get an appt.
2	
1	Very good doctors and friendly helpful staff
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1	
1	Because im always treated well and the staff are great
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1	
1	Great doctors and nurses and the Girls on reception
1	
1	Friendly receptionists. Very patient and attentive doctors who are generally concerned about us.
1	
1	Because this surgery is the best one i have ever had!
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1	
1	The nurse I saw made me feel relaxed and was really friendly
2	I didn't have to wait too long, the doctor was very helpful and I got a repeat appointment from the receptionist quickly.
1	
1	
2	Sometimes hard to get an appointment
2	Would have give a higher rating if waiting time for appointments was less.
1	.no problems had a nice chat with the nurse very helpful
1	Friendly staff, reception staff are approachable and provide excellent communication
1	
1	
1	Dr very pleasant and helpful
1	
2	
2	[2/3] etting ready for work etc and it can take up to 30 min to get through. I have however always told people it is great compared to other Drs that you can g
1	
1	
2	
2	I have always been happy with the surgery, staff and doctors although I seem to always have to wait about half an hour after my appointment time.

1	Always helpful, never difficult to get an appointment
1	
1	Very helpful
2	I had a good appointment with Dr Adjmal.
1	
1	This practice is always friendly. And I always stick with the same doctors dr mckaye and dr balldock grimes they are so helpful and polite and put you at ease
2	
2	
3	
4	[1/3] Wasn't impressed with the attitude of the doctor when it came to addressing my concerns, there was no mention either of changing type of contraceptives c
5	
5	
4	[2/3] major issue. Had 9:10am appt but didn't get seen until 9:35 after having to ask reception about the reason for the delay, then dr didn't even have the co
2	
1	Always friendly. Happy to help
2	
1	
1	I rang this morning and was offered an appointment this afternoon. Dr Law was very helpful and knowledgeable about my back condition, offering useful advice.
2	Because the doctor I saw didn't know anything about my condition and is having to refer me, maybe get your doctors to look up cluster headaches
2	Cause at times it's hard to get appointments
1	
1	Understanding and willingness to listen.
5	The doctor i saw was completely focused on helping me. I was worried about speaking to somebody but he managed to help me feel completely normal.

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1	
1	They saw my son and myself well within a time frame I am happy with. Really friendly and helpful staff
1	Saw nurse and she was friendly helpfull and easy to talk with
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1	
1	You are always top notch and do everything you can to help people get to see who they need to see.
4	
1	Have had very positive experiences here compared to other surgeries I have belonged to
1	
1	I've been with your practice all my life 48yrs, and always received good service
1	Wetmore Surgery is excellent and the receptionists are kind and considerate!
1	Staff are lovely. Nothing is too much trouble. Always feels like you are being listened to and not fobbed off
1	
1	[2/2] me back after my appointment to reassure me . Great service
2	Friendly staff and I feel comfortable there
1	
1	The doctor was very helpful and understanding
2	Generally good service and polite staff. Just a little difficult ringing in the morning at 8
1	
1	Polite receptionist Great go dr Prasad and was updated about the 40 minute delay
1	
2	
1	I've been with the Surgery all my life, & they have been always very good to me & look after me & my welfare. Thank you Wetmore RD Surgery
2	

1	Polite and professional people
1	
1	
1	Staff are friendly and caring and efficient. Å°ÅŸÅ~Å€
1	I struggle with anxiety and am always dealt with awareness and care by the receptionists. I am never made to feel awkward and that makes me feel calmer.
2	[2/6] b (FLUAD). I do know my own body and the difference between sensiti
2	
1	
2	Long wait times
3	Appointments are always late
1	I went in for my appointment on time and the nurse was very friendly and i was put at ease
1	The nurses are always friendly and professional in their job and put you at ease with dreaded injections!
2	
5	[1/3] I had an awful experience with dr McKinley yesterday.It was the first time I had seen her and felt that even though I am currently in a vulnerable place
1	
2	
2	
1	Good. However had to wait 20 minutes after my appointment time.
1	
2	
1	
1	[1/2] The booking of the appointment was fairly quick, staff pleasant and the Doctor I saw was very approachable and understanding, I didn't feel as if I was b
1	Efficient
1	Nurse was friendly, informative and was running on time.