

# WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS September 2016

Rating	Response
1	I was pleased with the care shown by the doctor.
4	Disappointed with the GP today, felt dismissed and not believed regarding my symptoms. This is unusual for the surgery but I will not be returning to this particular doctor as I found her unhelpful
1	Always had a good service and nothing to complain about
6	I don't know anybody in the area that would need me to recommend a doctor's surgery for them, maybe if someone asked me then I'd tell them.
5	
1	Efficient, caring and informative are the words I would use to describe my review.
1	Friendly staff & excellent Doctors, my only criticism would be the length of time it takes to see your preferred Doctor when making an appointment
1	
1	
3	
2	
1	Excellent, professional, knowledgable, caring service too the patients.
1	
2	
1	
1	

1	
1	Friendly. Thorough. Kind but professional.
1	Because I had a great first experience with the surgery as I have recently moved there and the receptionists and Dr Hallam were lovely couldn't ask for more
1	
1	
6	Because you can only register within a certain radius so family and friends aren't in area
1	
1	Doctor first rate. Good communicator, straightforward and not in a hurry whilst wasting no time either.
1	
1	I think all the staff at the surgery are polite and very friendly
1	
1	
1	
1	
1	
5	Had to wait over a hour after my appointment time
1	Practice nurse personality and effectiveness
1	
1	Always helpful, friendly good service. Great on call back services
1	Good service, finally looking into my symptoms that have been ongoing since 2005, hopefully will get a diagnosis soon
1	The rating was not for the practice as because you have wait over a fortnight for an appointment i would grade the practice at the other end of the scale. The grade i sent was for the nurse who was the best person i have ever seen at the practice.
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5	
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1	
1	Got excellent service so far and I was told by my friends who go to your practice that it was good.
1	
1	
1	
1	
1	Because g have been with wetmore road for fifty years and have always been well cared for also my children when they were living at home with me
2	
1	
1	
1	Because Dr kaye was fantastic, all staff friendly, glad they're my doctors