

# WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS September 2017

Rating	Response
1	
2	
1	
1	
1	Great Doctors who show an interest in your ailment & treat us with care& understanding to put it right or cure.All the girls&ladies at reception really are helpful in every duty they have to contened with.Well done everyone & A BIG THANK YOU
1	It's just wonderful.
1	
1	I had to wait over an hour for my appointment. Thats just fuckin ridiculous.
1	
1	The doctor was very understanding and couldn't of done anymore to help
1	
1	Seen same day, excellent consultation by Dr Law, very impressed
1	
1	Helpful and efficient reception staff. Appointment on time. Doctor able to answer my concerns.
1	
1	
1	
5	I think all the doctors and staff go out their way to help you and I have only used the surgery a few times but those times have always made me feel I am getting the best care available.

1	
1	
1	Professionism and a pleasant manner
1	
1	I find the practice very efficient, caring and helpful.
1	
2	
1	The receptionist got me an appointment straight away and Dr Hallam was professional and pleasant
1	
1	
1	
1	The nurse I saw was really professional and lovely. She gave me all the information I needed and she really put me at ease.
1	Straight forward diagnosis. Very thorough and as always I felt as though I'm being listened to and understood.
1	Tuesday 28th November @ 3.30
1	95% of the time you get to see your doctor.
1	
2	A very good service with polite doctors and nurses.
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2	
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1	Only problem i have ever had is getting through in the morning but that isn't the staffs fault, i have always been treated well from doctors, nurses and reception.
1	
1	

1	Because when I needed support You were professional and welcomed me with a smile. That is beyond words. Thank you. Keep up the good work.
5	Rang 19 times (always engaged) this morning between 8-8.25 to get an appointment for my 9 month old son. Finally got one for 10.20. Arrived at 10.15. Got called in to see the doctor at 11.15!!! That meant we had an hour wait for a 10 minute appointment. Ridiculous. Even went to the reception at one point cause I thought I must if missed being called through.
1	
2	
1	They R very good 10 out of 10
1	I think wetmore surgery everyb0dy very good treatment to me very good
1	
1	
1	They are always helpful and considerate and always try to accommodate you and very understanding Drs xx
1	Very helpful
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1	
1	
1	The nurse was very helpful and had done the research needed for our trip.
1	
1	The practice nurse was excellent, the surgery was busy and the appointments where running a little late but she was apologetic and didn't let that affect the time she took with me.. pleased with the advice given too
2	
1	
2	
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1	Been a patient for over 40years, good service
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1	

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6	
1	Friendly helpful staff