

# WETMORE ROAD SURGERY FRIENDS & FAMILY SURVEY COMMENTS September 2018

Rating	Response
2	
1	Dr Balldock Grimes is amazing. She always has tome for her patients and really listens and understands. The surgery is quiet, clean and efficient
1	Receptionist very friendly and caring and doctor couldn't do enough for me thank you x
1	
	I got an appointment at short notice and I was treated straight away
2	
1	Friendly and helpful staff
5	Because I was dealt with quickly and I'm being looked at with blood tests and a follow up appointment next week. No messing about
1	[1/3] I have always been able to have an appointment even at short notice. I have always found the receptionist very polite and all of the doctors caring and u
1	Because he is the best surgery I have ever had, they treat you with a lot of love and all the staff are very professional.
1	
1	How much is these texts costing me??
1	Efficiency
1	My Dr is Dr Slack and she is brilliant and listens to me. She is a excellent doctor
1	
1	Just had my annual check up with the practice nurse (Dee?) friendly, professional, unhurried, reassuring etc.

1	Good greeting by reception and Gp
1	
1	
1	I have just registered and had a first appointment with the nurse, I was welcomed to the practice and she was lovely, making a wonderful first impression.
2	Doctors are faultless but not always available for appointments as at most surgeries
1	The doctor very good and reception people very nice
4	[1/4] Saw a stand in doctor who couldn't care less. It took a lot for me to come due to current anxiety and depression and I wish I never bothered. I was obvio
2	I was on time (10 mins early) After my appointment time I still had to wait 40 mins.I was assured it was needs of the practice?
1	The visit addressed my needs effectively
2	[3/3] ave questioned it.
1	I didn't have long to wait before being seen by a doctor. Was given a prescription. Staff polite. Very good
1	I have had other gps in my time ours are very thorough and reception lovely thank god for the NHS
1	Always friendly helpful Staff on telephone, at Reception and approachable clinicians Staff and GP,s.
5	
1	I've always thought of wetmore road surgery as good but it's getting better all the time .
6	
5	Doctor abrupt & sharp with me,I won't b making appointment's except in an emergency situation or attending any routine checkups
1	Because Dr Law was able to give me time and thoroughly explained what the problem was.
1	
1	
1	Always good diabetic care from nurse. Easy to book appt in advance to minimise impact on work.
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	Very good doctors. And staff.
1	
1	I have always been treated well,the doctors and all staff are a credit to their profession, and I thank you for it,thank you again
1	Efficient service and very helpful.
1	Great care taken by Dr Law , fully understanding my issue
4	
1	A well run surgery very friendly and helpful also on reception. ã°ããã
1	[1/2] I have always found wetmore surgery fantastic since I joined, great with me & my children, obviously It takes the whole team, receptionists, doctors, nur
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1	
1	Managed to get an appointment for next day after speaking to the receptionist about my health worries and got a reassuring response from my GP. Thankyou
1	Didnt have to wait long for my appointment and the dr was excellent and very helpful
1	I was very pleased with Dr Slack whom I saw today for the first time. She was very helpful, proficient and friendly. Thank you.
1	[1/2] Only had to wait 10 mins. after appt time. Was able to make the appt on the day (was seen within 2 hrs from booking appt) Doctor was thorough, but quick
1	[1/2] Rang for an appointment, and Christine was very professional, and managed to get me booked in the following day.. Definitely think she deserves a wage in
2	Quite happy with the service always good doctors on hand. Only thing that could be improved slightly are waiting times but nothing major.
1	I was seen via a emergency appt, with a good outcome and follow up appt. Thnx.
1	
4	[1/2] Until today I have been extremely satisfied with all aspects of the surgery However I saw Dr Olagoke this a.m.who I felt was polite but quite dismissive.
2	
1	
1	Appt timely. Not rushed by doctor.
1	Helpfulness, approachability and actions of the doctor.

1	[2/2] efficient service. Thank you
1	Good doctors,helpful staff .
1	
1	Because the service provided was reassuring
1	
1	Im very pleased with the doctors and all the staff they treat you like human beings
1	
1	[1/2] I've been coming to Wetmore Road surgery for many years. Mum and Dad did too. The service Dr Law has given our family has been outstanding. I've also had
6	Made a mistake miss read
2	
1	Sarah Ratcliffe was so helpful and reassuring this morning.
1	Efficiency,in all aspects
2	
1	
1	
1	[1/3] Yes yesterday ...been in bed since!!!!. Clamped up excruciating stomach pain since swabs taken....proteins in wee they've been sent off. God i havnt ha
1	All my experiences and my husbands have been positive and pro- active xx
1	The nurse I saw was fantastic. Very kind yet very professional at the same time.
1	Professional service and friendly smiley face, thank you
1	[1/2] Because I've always found th reception staff, Drs & nurses helpful & understanding. The nurse even made me a Drs appointment for Thursday which I really
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2	
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4	They have not got back to me when they said they would and I have to chase them up. I am plus 71 year's old
1	[1/3] Everyone is incredibly helpful and corteous, the doctors are patient understanding and reassuring. The waiting area is a calm and pleasant place to wait

1	I had an appointment with Dr Kaye. She was lovely to talk to and she was genuinely interested in what I was saying. She gave me very good advice.
1	Everyone in the practice is very professional, the best practice i have been with.
1	
1	Midwife is very easy to talk to, polite and professional
3	[1/3] I waited nearly 1hour for appointment. I had to wait 3weeks for this appointment because gp had requested I was contacted and given routine appointment
1	
1	
3	
4	
2	Usual problem of long wait to get appt.
1	Effective
1	
1	
1	As I've always used them for many many yrs and never had any problems , and the staff are polite and make u feel welcome .
1	Always happy with service recieved
1	Excellent service and very friendly
1	Helpful staff and very friendly. It is a well run surgery and receptionists are understanding and professional.
1	
1	Always gives the best service to the patience
1	
2	Very long wait
1	
1	Always helpful and accommodating receptionists. Excellent doctors that show empathy and excellent nurses that are very friendly remaining professional.
1	
1	
1	Because i felt the doctor believed me and was willing to help me with my condition.

1	Nurse was excellent with me yesterday very pleased
2	
1	
3	
1	Friendly staff and professional service
1	She was a very understanding doctor . Listen to my problem and give the reason why is it happening .
4	Unprofessionalism of some staff
1	
4	[4/5] p and can't use my arm to drive) they brought this nearer, to one week later, which then clashed with work and will have to take time off sick. Staff se
1	Always helpfull advisors always get appointment and the doctor I see is very understanding
1	
6	
1	
1	Always very helpful
1	[2/2] and all nurses are friendly and thorough.
3	Waited 1 hour to see the Dr , was informed Dr was running half hour behind but was an hour
1	I have been with the practice over 30 years and have always had a good experience and have confidence in all the doctors and staff I have had contact with.
1	
1	Quick in and out no waiting
1	
1	Very good service
1	Very caring and good advice and treatment.
5	[2/2] e surgery, it's the general state of the whole NHS in my opinion. But to have to call a hundred times is not good
4	Seen same day but late being seen and by different GP due to an emergency at the Surgery
2	
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1	Good service as usual
2	
1	It's the only practice I know been there since 1984.
2	
1	
1	I always find the practice very thorough, caring and considerate.
1	
1	Doctor kaye explains everything and is very thorough.
1	
5	[1/2] If s not easy then get appointments, u have to be on 20-25 on phone line in the morning To get the call connected, still u May not get appt, It should b
1	Comfortable, easy to book in and didnt have to wait too long
2	
1	The Staff are very good
1	
1	
2	
4	Waiting time too long and 200 calls made to get an appointment for the same day is totally ridiculous!
1	efficient and pleasant
1	
2	Because I like the service
2	I am happy with the friendly reception staff and the advice I received from Dr McKinley.
1	Good service, once you get an appointment
2	
2	
1	
3	Don't believe in having to tell the receptionist why you need to see a doctor, it's personal.
3	

1	Staff and doctor was friendly and helpful
3	[1/2] Told 20 mins delay turned out to be 45. Doctor never even said hello or given an apology. Felt rushed and didn't feel was listening to anything and I was
1	
1	
3	
1	
5	
1	Because i believe its a very good practice
1	
2	
2	[3/3] od and friendly.
1	1
1	Have been with surgery since I was 5 always been happy with treatments doctors the whole package is right for my whole family unit
1	
1	They are a very good practice and have a wonderful team of doctors and receptionists who are polite friendly and courteous.
5	
1	I made my appointment for the nurse to change my dressing ( phoned from Greece ) and was booked for the day after I got home, no questions asked,
1	Good surgery
1	Pleasant helpful reception staff. Didn't wait long to see doctor
1	The receptionist was very helpful
3	Clear on medical advice
5	The junior practice nurse was very friendly and helpful
1	Pleasant,took time to listen
1	Good customer care and services. efficiency at all levels



1	[1/2] Very helpful staff and Doctors. Dr Prasad does a alternative therapy which is very impressive. My Wife has been phoned at night by Dr Slack to see how
	[1/3] I've been very ill and have had alot of surgery on my foot and stomach. Had a few very painful problems after surgery. And I've always been helped by doc
2	
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1	Extremely understanding GP, who took his time to listen.
1	Condition was explained thoroughly in a way i understood
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3	
2	[1/2] Took a long time to get an appointment. Constantly have to ring at 8am for an appointment, for none ever being available so proves hard for people who ac
1	
2	My concerns were listned to and a course of action to which I agreed was decoded swiftly
1	
1	Excellent welcome from reception and great doctor, thank you.
1	Dr Kaye is very informative, has a good "bedside manner" and is always happy to listen to your concerns and explain. You never feel rushed. Thank you Dr Kaye x
5	[1/2] Because every single appointment I have had I've had to wait at least 45 minutes after my appointment time, I moved to this doctors surgery as I thought
2	
5	[1/2] The dr was unsympathetic to why I had gone to see her and was rude and dismissive when I tried to explain myself. She said comments that should not have

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1	Because usually it is a great service.
1	Helen Thomas the midwife is fantastic couldn't ask for better service or care
1	Friendly helpful doctor
1	Doctor puts your mind at ease when you go with a problem
1	
2	This is the first time we have been there
6	
5	
1	[2/2] Thanks
2	[1/2] I rated the practice a 2 as I was very impressed with the service I received at my appointment. Sadly, it took me days to book an appointment as every time
1	Very helpful staff at desk and always feel the doctors listen to you without judging you
1	Was good
6	I don't know
1	
1	Always happy to help
2	Very happy with Wetmore Road Surgery do would recommend to others
1	Always get really good service xx
5	[1/3] Wasn't pleased with receptionist didn't seem to know what I was asking. Dr was hard to understand and felt like he wanted to get rid of me quickly he said
4	
1	
1	Because it's a friendly practice with lovely staff who put you at ease
1	
	[2/4] Good, why couldn't a text be sent to say appointments are running behind today, instead of me sat waiting and taking unnoticed out from work? Also why is
2	

1	
1	[1/2] I appreciate the doctors are busy and know sometimes there ia a wait, they always apologise and are always proffsional , caring and understanding, what
3	i had to wait an hour to go in to see my divtor
1	
1	
1	Just find all members of the practice kind especially the nurse i saw today
1	Always happy with service and helpful, happy receptionist
5	[2/8] ng. I said that was fine and she asked why I needed the appointment. I told her he had a high temp and his temp was 37.8, he was off his food and drink a
1	
1	
5	
2	[2/2] ollow up treatment still required
1	
1	Debbie Smith is an excellent practice sister.
1	Good treatment and friendly service
1	I have had cause to visit quite frequently of late and every time I have been very impressed with the care and compassion I have received. Thank you.
1	The nurse was very nice and very helpful.
1	Excellent care and attention from from Debbie the Practice Nurse. Thank you
2	
5	
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1	Always pleasant, helpful practitioners. Completely painless flu injection!!!
1	Looked after very well
5	[1/2] Dr. Prasad was unfriendly and presumptuous. Made me feel like I was wasting her time. I don't just attend at the surgery willy nilly. She made unfounded
1	Very friendly and polite staff. Nurse and staff were professional and I was in and out in no time, excellent service

1	Excellent care, lovely staff
2	
1	Very pleasant and professional
1	Treatment quick easy on time
1	
1	
1	Just had flu jab appt. In n out under 3 mins. Excellent
1	It's got the best doctors and staff.
1	Quick waiting and friendly dr/ nurse
2	
1	
1	Receptionist are always polite and helpful x x
1	The best surgery anywhere
1	Because they were doing injections on a Saturday! Very convenient when working.
1	
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1	Well organised, good atmosphere, friendly service.
1	Everyone is very nice and nothing sees to much trouble
1	It is a friendly helpful place. On the whole service it provides is good.
1	
5	
1	The staff and doctors deliver a great personal and professional service and treatment thanks
1	Prompt and helpful
1	Friendly staff and good practice surgery.
1	
1	I was in and out quickly
1	[1/2] Nurse today was so friendly and caring as always ã°ÂÿÂ~Â~ Dr Law is a fa
1	

1	Warm human centred service
1	Fast and efficient flu jab. Happy smiling staff
1	Seen on time
1	
1	
	Always friendly, helpful and good service from all staff
	X
1	