

NHS Friends and Family Test 2022

September 2023

Q: Please can you tell us why you gave your answer?

Free text question. There were 34 responses:

2023-09-26 14:52:11

Dr Cook helpful and informative- She explained why I needed to start the additional medication I'm awaiting a call back to discuss this with Susie the nurse.

2023-09-26 14:58:14

Joanne was amazing, calm compassionate and very competent.

2023-09-26 15:02:27

Becky was very friendly, kind, efficient and professional. She went through my results thoroughly. My appointment happened on time.

2023-09-26 15:08:17

Fantastic manners and really helpful with the issue at hand

2023-09-26 15:08:30

Kind, friendly and efficient staff

2023-09-26 15:10:20

The consultation was really great and on time. The nurse was superb, caring, and very assertive.

2023-09-26 15:10:24

Rebecca was very friendly, thorough and helpful throughout.

2023-09-26 15:17:18

Very pleasant and professional. Informative and helpful - everything explained very clearly

2023-09-26 15:31:19

She was a good listener & made helpful suggestions.

2023-09-26 15:32:37

Professional informative approachable

2023-09-26 15:47:27

The doctor was thorough and knew her stuff ! She explained everything simply

2023-09-26 16:45:09

Staff all very good. Waiting time for appointment was 3 weeks.

2023-09-26 18:43:46

Checked in, went in on time of a little early. Dr Randall had read my notes and was very good at making me feel comfortable and informed on everything she did.

2023-09-26 21:34:01

On time and very professional.

2023-09-27 13:28:29

Nurse was very attentive to my problem and was very helpful with advice on how to treat this type of injury

in future

2023-09-27 13:28:45

Luis was absolutely fantastic with my very upset, poorly baby who was prescribed antibiotics for an ear infection. I was meant to have a phone call in the afternoon. During conversation I mentioned both of us having temps and I'm speaking to a gp later for suspected tonsillitis and Luis cancelled the call, checked my tonsils and prescribed antibiotics there & then. Which was a huge relief of not having to bring my very sad baby back out later. Thank you Luis!

2023-09-27 13:30:43

She clearly explained what she was going to do and even when it wasn't possible she came up with a plan to move forward.

2023-09-27 13:36:22

1st class service in every way.

2023-09-27 13:40:29

Clear information provided

2023-09-27 13:40:49

She took the time to check whether I had been offered other vaccinations such as the Pneumococcal one and booked aCovid jab for me.

2023-09-27 13:43:59

Dr Ash is great and really helped me.

2023-09-27 14:08:03

The service was very professional and pleasing

2023-09-27 14:19:20

Dr Ash listened to my concerns and came up with a plan of action and said she would get back to me when she has the results from cardiology

2023-09-27 14:47:11

Dr Jackson is very easy to talk to and put you at ease.

2023-09-27 14:50:11

Very clear and pleasant conversation about blood pressure management.

2023-09-27 14:52:54

Dr Sousa has given me some time and provided solutions for several ailments recently. He arranged the follow up sessions on the spot and was very personable in his approach.

2023-09-27 15:17:18

He listened, was compassionate and I came away confident that I had a solution.

2023-09-27 16:07:45

Knowledgeable and friendly

2023-09-27 16:48:45

Naomi was brilliant with me. Very caring and friendly. Such great service and a lovely person.

2023-09-27 18:33:47

Clear and concise explanation s and very helpful and friendly.

2023-09-28 06:13:45

This is the only doctor that actually listens to me since seeing her I've managed to leave my home to come and see her

2023-09-28 18:28:15

I'm aware that I have been to see the doctor a lot recently, but I'm in a high level of pain and have been for a long time. No one seems to know why and I thought I had made a connection, so I wanted to see a GP. When I came for my appointment, I was treated with mild contempt. I joked that she must be sick of the sight of me and she wouldn't answer me, wouldn't even look at me, to reassure me I should contact the surgery if I felt I needed to. Taking my own life is something that has crossed my mind with the pain I'm in.

2023-09-29 13:50:10

Thorough, clear and friendly

2023-09-30 22:35:25

Dr Cook is so lovely and really reassured me whilst taking my concerns seriously.