

NHS Friends and Family Test 2023

March 2025

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

Free text question. There were 159 responses:

2025-03-01 09:13:56

The nurse was running on time, was friendly and welcoming, listened intently, made me feel at ease and was a consummate professional.

2025-03-01 09:17:59

Dr Martin was very kind and friendly and dealt with our issues efficiently and effectively

2025-03-01 11:49:34

Efficient and kind

2025-03-01 12:15:44

The nurse was friendly and competent.

2025-03-01 12:35:01

Prompt and friendly

2025-03-01 14:16:21

Very efficient

2025-03-01 14:58:09

First class in every way

2025-03-01 16:40:01

Efficient, polite and knowledgeable service

2025-03-01 16:43:33

The dr i saw was amazing very valadating and didnt do the normal what do you want me to do about it. She really listened to me and gave me her time

2025-03-01 17:27:55

The new doctor was very kind and understanding and made further appointments for me.

2025-03-01 20:05:59

The doctor was excellent.

2025-03-01 20:35:30

Doctor provided excellent patient care and advice .Very professional and very effective and reassuring approach .

2025-03-01 21:49:43

Doctor had time to discuss test results and was positive, helpful and understanding.

2025-03-02 12:32:23

The treatment and advice what was given was explained very well.

2025-03-03 09:37:16

I was in the wrong waiting area and was still able to have my Appr. It was quick and easy

2025-03-03 15:15:15

Nurse at pains to help me relax. Im not nervous of giving blood or needles, but it was still appreciated.

2025-03-03 16:49:27

No wait. Was seen almost immediately

2025-03-04 08:43:02

Nobody on reception but the electronic booking in was fab

2025-03-04 09:23:29

Always very good, thank you.

2025-03-04 09:27:41

Seen on time and doctor listened was helpful and reassuring. Talked about plan going forward

2025-03-04 12:30:50

I felt I was greeted warmly, listened too and given a good explanation of the procedure, including care and patience.

2025-03-04 17:00:17

Very rude

2025-03-04 23:34:35

Very clear explanation of problems

2025-03-05 08:46:35

After my appointment I needed extra advice which you advised promptly

2025-03-05 10:54:51

Prompt and friendly service.

2025-03-05 15:27:33

Direct and friendly question & answer session.

2025-03-05 16:28:13

As someone who is not good at giving blood, my appointment was made very easy, thanks to Claire.

2025-03-05 16:38:38

As always efficient and mostly punctual

2025-03-05 17:25:15

Got seen very quickly even though I was early for my appointment

2025-03-05 18:09:55

The doctor was very thorough and helpfuk

2025-03-05 20:56:29

I liked Dr Tilley's directness and the care he took to explain the source of my pain.

2025-03-05 22:35:38

Very helpful and friendly

2025-03-06 08:42:40

Vivienne Jones is always very knowledgeable, helpful and kind.

2025-03-06 09:33:01

Swift appointment, discussed everything required, arranged appropriate tests, doctor very helpful and pleasant

2025-03-06 14:45:24

Well it was very good , on time, and an informative helpful consultation.

2025-03-06 14:49:28

I called to speak to a doctor about a very painful foot, and was told that the surgery had reached capacity for the day. I couldn't have an appointment, and I could not have a phone call with a doctor. The receptionist told me to ring 111, which I did - and after going through the script, the phone operative told me I needed to speak to my doctor! In the end, I went to the hospital, but I was left in pain, frustrated and very upset.

2025-03-06 14:55:35

The service I received was very good and the nurses all new what they were doing.

2025-03-06 15:41:44

The GP was friendly and professional and addressed my concerns.

2025-03-06 16:16:23

I dislike phone appointments

2025-03-06 16:49:46

Appointment was on time and GP was very pleasant and informative.

2025-03-06 17:18:27

Nursr was very friendly and helpful

2025-03-06 17:23:31

Excellent service from the GP. Very reassuring.

2025-03-06 19:05:56

Fast efficient and freindly

2025-03-06 19:20:03

I was seen on time and the appt only took a few minutes.

2025-03-06 19:46:32

Great to see the same nurse who supports me with my asthma. Appointment on time.

2025-03-06 20:07:38

Dr Ash was very patient and understanding listening to what I was saying and coming up with solutions

2025-03-07 08:45:12

Automatic check in worked very well and was seen by GP within a few minutes of my arrival. GP very kind and considerate towards me in discussing my symptoms/ problem.

2025-03-07 09:19:20

Very friendly staff. Always polite and helpful.

2025-03-07 12:16:02

I went in on time! Very friendly, helpful nurse (Viv)

2025-03-07 12:31:39

A good discussion on my concerns

2025-03-07 13:56:51

Very pleasant nurse.

2025-03-07 14:20:54

Louie was fantastic, he listened to me, gave me advice & the help i didnt know i needed. Very supportive. The receptionist i spoke with & Dr Conor prior to my appointment were very helpful, compared to my experience last September. I am grateful to the 3 of them.

2025-03-07 14:23:01

Excellent service from the two nurses, though there was a delay, it happens

2025-03-07 16:13:11

Dr Gracie was friendly & helpful, as was the Receptionist - great to deal with real people. Dr Gracie got me an appointment with CGH Urology 4 days later - excellent service.

2025-03-07 16:31:20

The doctor was confident and new his job

2025-03-07 17:53:00

The asthma nurse, Vivian, was very pleasant and helpful. She not only checked my asthma health but looked up my recent blood tests and took my blood pressure .

2025-03-07 18:29:01

Efficient friendly always impressed very lucky this is my surgery

2025-03-07 19:01:11

No problem with waiting time and appointment

2025-03-08 06:01:00

Appointment didn't address all of my concerns

2025-03-08 08:47:01

The practitioner was friendly, efficient and professional throughout,

2025-03-08 08:51:08

Appointment on time. Really friendly.

2025-03-08 10:39:35

Needed to book an appointment but couldn't get in, the receptionist rang back with a cancellation so was able to see the HP the next morning. The dr was excellent made me feel very comfortable and has referred me for further tests

2025-03-08 10:49:01

Appt on time, Nurse Vivien efficient as always, thank you

2025-03-08 11:28:24

Dr Nugent was very understanding and sympathetic.

2025-03-08 15:53:01

Easy check in, only a few people in the waiting area and the doctor was very friendly and explained everything really well.

2025-03-08 16:41:43

Good advice from someone who seemed to care about me

2025-03-08 17:08:08

Very good and efficient

2025-03-08 17:56:00

I don't feel like I was really listened to by doctor when describing my symptoms. Also felt like I was very politely told off for asking for repeat prescription for my contraceptive pill. Was told I should have really made a separate appointment, probably correct but I was actually trying to be less of a burden not more of a burden to the practice and the pressure you are under.

2025-03-09 08:20:16

Quick response, friendly consultation

2025-03-09 08:58:36

Seen promptly by doctor, all concerns covered and actions identified. Friendly and helpful discussion.

2025-03-09 14:05:09

Amazing doctor cheerful and lovely

2025-03-10 11:47:35

Got seen quickly which I appreciate and Dr was very helpful but have to wait almost 2 weeks to get blood tests done. Can't have my B12 injection till I get tests done. Told to get a blood pressure machine for home which I did, shows high blood pressure. Now what do I do with the blood pressure result?

2025-03-10 13:30:58

The clinician lois was excellent as always. He is thorough and takes care and time with his patients. He is a true asset to the surgery.

2025-03-10 16:27:21

Appointment on time. Very pleasant and professional nurse.

2025-03-11 08:42:57

Extremely pleasant and effective GP - thank you very much Dr Fitzgerald - very much appreciated!

2025-03-11 12:11:46

Thanks to all the nurses for looking after me so well

2025-03-11 12:29:16

Very attentive GP

2025-03-11 12:36:16

No waiting time staff very pleasant.

2025-03-11 14:46:21

Claire was very professional and nice also nice and quick

2025-03-11 16:22:32

No complaints.. efficient and on time.

2025-03-11 19:04:10

Dr Louis was very thorough and explained the problem clearly

2025-03-11 21:00:27

I had a smear test the nurse I had was friendly chatty very informative and put me at real ease she was wonderful

2025-03-12 08:42:47

Claire was v friendly and kind

2025-03-12 09:19:58

The nurse was fine but 15 mins late

2025-03-12 10:20:02

Quickly in and out

2025-03-12 10:51:24

In time helpful nurse

2025-03-12 12:10:53

Friendly efficient appointment with Dr Ash

2025-03-12 12:14:13

I had a smear test and was nervous but the nurse made me so comfortable

2025-03-12 12:15:46

I felt that the attending doctor understood and empathised with me and my condition.

2025-03-12 12:18:51

I felt the attending doctor was understanding and did what she could to diagnose my condition and made me feel comfortable in her presence.

2025-03-12 12:33:03

I was late for my appointment due to traffic problems. The doctor was still able to see me. I was very grateful for the doctor accommodating me as I was the person in the wrong.

2025-03-12 14:05:49

It was for a blood test and I was able to book on line. Also the appointment was on time and the person taking the blood was delightful.

2025-03-12 14:12:04

All fine. No waiting. Went straight in to see nurse.

2025-03-12 15:03:30

Friendly and professional

2025-03-12 16:42:57

Efficient and on time

2025-03-12 17:05:01

Was seen on time and the Dr listened to my issues and time didn't feel like a factor , very impressed.

2025-03-12 17:15:22

Doctor wouldn't let me chat that much she was talking over me

2025-03-12 19:25:25

Vivian is amazing always ready to help

2025-03-12 19:46:12

Great service

2025-03-13 12:25:06

Excellent service.

2025-03-13 13:40:09

On time, polite, the nurse knew what she was doing..

2025-03-13 16:28:48

I was listened too at all times and felt I was well looked after.

2025-03-13 17:02:34

Dr Ash said that they weren't doing what I'd come for - to replace my pessary as this was now done at a hospital appointment but she did it anyway.

2025-03-13 18:40:46

Quick efficient response to my queries .

2025-03-14 10:29:32

The GP was very thorough

2025-03-14 14:13:10

I did not have to wait to see the nurse. My appointment was in time and my prescription was written.

2025-03-14 17:11:49

Excellent advice, generous time slot.

2025-03-14 22:42:35

Louie and Claire were professional and friendly

2025-03-15 12:01:23

Because I had a trigger fingers problem and immediately dealt with

2025-03-15 17:05:01

Lovely attentive informative & reassured appointment. Luis is great.

2025-03-15 17:35:37

Seen on time very efficient put me at my ease.

2025-03-15 17:40:00

Very efficient service put me at my ease

2025-03-15 21:43:20

Prompt call good outcome

2025-03-16 09:07:11

I attended the appointment, expecting to have a blood test for PSA, but the nurse was expecting to do a shingles vaccination. The nurse was excellent and she kindly did both.

2025-03-16 09:13:35

Friendly staff

2025-03-16 13:08:12

Excellent service and very caring.

2025-03-17 10:50:39

A lovely nurse so a good experience.

2025-03-17 12:52:26

Because we have faith in man kind

2025-03-18 14:01:48

Understanding doctor, she took her time and referred me. You could tell she cared.

2025-03-18 14:24:24

Aways excellent service

2025-03-18 16:51:23

Quick, friendly and profession.

2025-03-19 08:47:50

Nurse was perfect but annoying that theres no reception staff before 9 as i had an issue with signing in

2025-03-19 10:53:35

On time. Quick.Friendly

2025-03-19 10:57:39

Appointment timely. Nurse was lovely.

2025-03-19 14:15:27

Claire looked after me not just for the reason for the appointment but checking to see how I was after the loss of my mum wonderful compassionate caring lady thank you the nurses and care assistants are an asset to the surgery and NHS

2025-03-19 15:54:07

Waiting time was minimal professional attitude given a warm welcome

2025-03-19 16:43:51

Very caring and dedicated staff

2025-03-19 17:40:13

I call to get an appointment the first 2 times on different days hward a message saying due to sickness the receptionist was not available so non urgent appointments cojld not be made and to ring back another day, on my third attempt i was in a que for 50 minutes before I got through

2025-03-19 20:52:52

Happy with the service, seen on time and advised on follow up appt

2025-03-20 09:18:51

Prompt and polite service

2025-03-20 11:02:10

On time,helpful nurse

2025-03-21 11:54:45

The staff were professional, reassuring and took care with the procedure. Despite obvious time pressures on staff they took time to do everything well.

2025-03-21 16:22:10

Efficient service, appointment on time, friendly knowledgeable staff.

2025-03-21 16:40:12

Very efficient. I am impressed by the new Anima system.

2025-03-22 10:26:35

I was made to feel very relax under unfamiliar circumstances Staff were informed and very friendly and chatty with a great sense of humour Everything was explained at every stage Very satisfactory

2025-03-22 13:17:10

Waiting time was quicker than expected

2025-03-22 16:14:34

Thorough examination and explanation of my condition together with medication and exercises to alleviate the pain.

2025-03-22 16:56:08

Didn't have to wait long before going in and Jo the nurse was very friendly and made the appointment pleasurable

2025-03-23 08:40:04

I didn't have to wait very long and the nurse made me feel calm whilst taking my blood.

2025-03-23 11:13:50

The nurse was amazing with me after the death of my nan (my mum to me). Really caring and thoughtful. It meant alot to me.

2025-03-25 17:22:31

Promot service.

2025-03-26 11:01:40

No problems

2025-03-26 12:54:44

All fine except self check in wasn't working

2025-03-26 13:29:41

The lady who did my blood test was very kind and helpful she explained what my blood test was for as I didn't know why I had been asked to have a blood test .

2025-03-26 15:52:53

Jo was absolutely lovely and so welcoming. She was also very helpful and gave me lots of information regarding my appointment.

2025-03-27 08:45:59

The nurse was excellent. The actual appointment was as good as it could be, but it is just too hard to get appointments.

2025-03-27 15:09:11

Didn't result in the prescribing of the necessary medication.

2025-03-27 15:57:49

Talking about the appointment and not making it. Everything went really smoothly.

2025-03-27 16:18:03

I was seen on time and the nurse i saw was very efficient

2025-03-27 17:07:23

Appointment was made weeks ago over the phone before anima, so super easy. Becky was such a lovely nurse, easy to talk to , and made appointment more pleasant.

2025-03-27 18:30:18

Rebecca was lovely. So knowledgeable about the holiday vaccinations. She made me feel very at ease.

2025-03-27 18:43:14

Helpful, everything explained

2025-03-28 10:17:58

Everything was explained and care and consideration was given at all times

2025-03-28 11:32:35

Easy self check in Appointment was on time Nurse who I saw was very nice and informative

2025-03-28 11:49:34

I saw Louis and he was very engaging, listened to what I had to say. This was the same with the previous new Doctor that I saw.

2025-03-28 19:49:54

Friendly and reassuring professional doctor and nurse who clearly explained procedure and after care.

2025-03-29 09:54:16

Feel as if i have just been passed from one department to another and instead of thoughts of finding the cause of the pain i feel that it was more about pain relief.

2025-03-29 14:31:40

Appointment on time, very friendly and efficient.

2025-03-29 16:16:49

Dr Toner was very thorough
