

NHS Friends and Family Test

December 2023

Q: Comments:

Free text question. There were 151 responses:

2023-12-01 09:31:43

I am satisfied with my GP appointment recently.

2023-12-01 09:58:49

Appt on time and friendly

2023-12-01 11:08:51

Very good and helpful although I wasn't able to make a follow up appointment for six weeks even though the doctor asked me to not even a phone call ?

2023-12-01 14:22:20

Difficult to get appointments, but that's true everywhere...

[REDACTED]

2023-12-01 16:42:43

Brilliant happy friendly nurse !!

2023-12-01 23:59:02

My nurse, [REDACTED] was fantastic. She made me feel calm and comfortable in an appointment that was nerve racking and made me nervous. I left the appointment feeling relaxed and reassured. Thank you [REDACTED] you're amazing!

2023-12-02 09:16:20

Excellent care and advice over a range of ongoing health issues.

2023-12-02 10:57:11

[REDACTED] was super fast and efficient!!! Very impressed. Thank you ☺👍

2023-12-02 12:31:47

It's very rare to have to wait for the Doctor/Nurse to call me in for their response regarding my health.

2023-12-02 16:15:13

Service was very friendly and came away feeling very happy with the appointment and treatment that I had received.

2023-12-03 13:16:41

Excellent care from the nurses for my son's first vaccinations. Appreciated the side room being offered for breastfeeding afterwards too. Thank you.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

and obtain advice about it.

2023-12-05 15:32:58

Excellent phlebotomist,very friendly and empathetic

2023-12-05 15:37:39

Mum said "Very polite and caring. Explained things so that i could understand"

2023-12-05 16:47:55

Can always get an emergency appointment

2023-12-05 18:01:12

Had to wait 4 weeks to get appointment order repeat prescription find out it will take another two to speak to a doctor could've told me in appointment about repeat prescription

2023-12-06 11:09:04

My blood test was done easily and quickly . It was nice to be recognised by the nurse (whose name I have forgotten!)

2023-12-06 11:21:39

Friendly and polite service

2023-12-06 11:41:59

Doctor that my Granddaughter, was seen by was fabulous, helpful and actually explained very clearly.

2023-12-06 12:41:57

Dr [REDACTED]s a fantastic doctor

2023-12-06 12:52:36

Very kind

2023-12-06 14:17:20

Visited the surgery for my annual flu vaccination. Easy to arrange and the nurse who gave me the vaccination was friendly and efficient. Thank you.

2023-12-07 00:50:45

All was really good with the vaccination, no waiting, really proficient, thank you

2023-12-07 06:39:54

Always been very happy with my surgery .

2023-12-07 07:01:15

Good efficient service

2023-12-07 09:13:08

Very polite and caring team anf helpful.

2023-12-07 09:47:44

I feel very well looked after by everyone at Rowcroft. The team are always friendly and helpful and I feel like they do as much as they can to support me and my health. Thanks everyone!

2023-12-07 09:52:24

Rushed through appointment was told I didn't need to book this appt even though I received a text telling me to book as I was due. Wouldn't even answer my questions. Just told to look at app which is totally confusing & medical. Didn't even get a chance to ask any questions I had.

2023-12-07 11:57:25

We have some very good doctors

2023-12-07 12:14:13

Always happy with Rowcroft care.

2023-12-07 13:30:08

Very professional.

[Redacted]

2023-12-07 15:32:40

All good seen swiftly

2023-12-07 15:54:04

Very good doctors

[Redacted]

2023-12-07 17:08:38

I didn't have to wait more than a few minutes for my appointment and the nurse was really nice and friendly.

[Redacted]

2023-12-08 11:17:37

I was seen very quickly

2023-12-08 11:46:14

Always do their best

2023-12-08 11:54:04

Very satisfied with the GP consultation

[Redacted]

2023-12-08 15:02:40

Nurse was so kind and made it so much more pleasant as I was quite worried.

2023-12-08 15:05:07

Always have a good standard of care

2023-12-08 15:05:07

Always have a good standard of care

2023-12-08 15:45:32

A very friendly Young nurse

2023-12-08 15:45:32

A very friendly Young nurse

2023-12-08 16:19:49

Once again the lack of understanding or empathy towards Fibromyalgia sufferers is very upsetting and frustrating. The pain I was discussing. Came from Costochondritis . So it was not helpful to be told that pain killers don't work for fibro. I can assure uou the regimen I am on does work for me usually. Also no alternative treatments were offered so it just feels like I am being told that I should just suffer in silence

2023-12-08 19:55:58

Excellent professional approach with both empathy and knowledge.

2023-12-08 22:43:47

Friendly efficient and competent. Thank you

2023-12-08 23:00:20

No one rang me I tried ringing back and no one picked up on the 7th December and then on the 8th December my mum tried ringing all day and no one would pick up so I was stuck in pain just wanting some help from my gp and they made me feel like they didn't care at all!

2023-12-09 06:52:30

Brilliant care from Dr [REDACTED] Thank you

2023-12-09 09:04:48

Usually quick response when phoning. Helpful info.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2023-12-09 18:12:03

Always there for me

2023-12-10 14:03:48

[REDACTED] was brilliant. Thank you

2023-12-11 12:54:40

Nurse kept referring to my vagina, uterus, etc as 'down there' or down below'. Outdated and somewhat patronising.

2023-12-11 16:35:09

A friendly and helpful practice who have been very helpful whenever needed. Thank you.

2023-12-12 09:12:53

All good, great service

2023-12-12 09:44:19

Very good

2023-12-12 11:27:38

Always treated with politeness and efficiency.

2023-12-12 14:21:48

Always a friendly greeting and treatment

[REDACTED]

[REDACTED]

2023-12-12 17:02:03

Friendly and efficient as always

2023-12-12 17:57:28

Although late appointment, nurse friendly & efficient- completely satisfied & treatment effective

2023-12-12 19:08:28

Friendly and efficient nurse

[REDACTED]

[REDACTED]

[REDACTED]

2023-12-13 13:03:12

I received both care and attention during my NHS Health Check, without any lecturing or unrealistic advice, an unexpected outcome, thank you!

2023-12-13 13:47:27

Very pleased and prompt action taken as needed.

2023-12-13 14:03:56

Very understanding GP really helpful advice given I feel supported and listened too

2023-12-13 15:44:07

Brilliant service and help

2023-12-13 16:48:15

Extremely kind, helpful care.

2023-12-13 18:50:42

I felt that the Gp really listened to me with my health problem. Thank you.

2023-12-14 11:22:59

I have always found the service and treatment at Rowcroft to be excellent, GPs, nurses and reception staff.

2023-12-14 11:56:17

Friendly and helpful staff

2023-12-14 14:44:18

I had a very pleasant experience.

2023-12-14 17:31:53

Really happy with my doctors 5 * service

2023-12-14 20:42:32

Great, fast, professional, friendly

2023-12-15 11:54:26

Chloe was extremely thorough, caring, supporting and informative with options available.

2023-12-15 15:34:57

Excellent very thorough and reassuring

2023-12-15 16:54:41

Dr [REDACTED] has amazing bedside manner. She listens and discusses options and understands my quirks and needs. She treats me like a partner involved in my own health outcomes and always gives me the time needed for a real consultation.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2023-12-16 11:45:21

Still too long a lead time for appointments

2023-12-16 21:34:48

Very efficient, sympathetic and professional nurse took blood.

[REDACTED]

[REDACTED]

2023-12-17 08:56:07

Very helpful at all times and they listen.

2023-12-18 08:14:49

Everything went smoothly as always

2023-12-19 10:47:11

Efficient and friendly

2023-12-19 11:10:57

Doctors, nurses and office staff are friendly, clearly competent and generally charming.

2023-12-19 12:44:25

I felt the doctor didnt listen when I tried to explain what was wrong

[REDACTED]

[REDACTED]

2023-12-19 13:19:00

Efficient, friendly appointment. Thank you.

2023-12-19 13:25:30

Very friendly practice

[REDACTED]

[REDACTED]

[REDACTED]

2023-12-19 17:41:58

always great

[REDACTED]

[REDACTED]

2023-12-20 09:28:13

Very friendly helpful staff

[REDACTED]
[REDACTED]

2023-12-20 11:46:21
Treated with respect

2023-12-20 11:48:46
Good efficient service.

[REDACTED]
[REDACTED]

[REDACTED] 20 16:34:39

Very very good and nice

2023-12-21 09:02:39
Throughout the 20yrs I've been registered with Rowcroft, I've always been a happy and contented patient, despite the challenges it faces with NHS underfunding, high demand and expectation from patients, some of whom, it seems, exhibit wholly unacceptable behaviour toward the staff. Admittedly, there's the occasional frustration of being "caller number X", or from the next available appointment being some weeks away, but this isn't a situation of Rowcroft's making; such is the demand for GPs. Special mention for Dr [REDACTED] the HCA, and those answering the phone, with whom I've had most contact recently, and who are always motivated go above and beyond the call of duty.

2023-12-21 10:04:16
So quick and easy, and great support from the nurse when I was suffering from a bad back.

[REDACTED]
[REDACTED]

2023-12-21 11:18:56
Excellent work

2023-12-21 13:26:09
I would recommend the Dr's & Nurses I use. The reception staff I've dealt with are always kind & helpful. Please, Please put in automatic doors and buttons, it's becoming harder to get them opened as they are heavy.

2023-12-21 15:44:47
Good GP

2023-12-21 15:51:32
Flippant attitude . Talked to herself and rambled on. Didn't finish sentences. Didn't listen. Don't feel confident she's qualified

2023-12-21 19:13:41
Extremely grateful for the dedication and care received from the doctors and staff.

[REDACTED]
[REDACTED]
[REDACTED]

2023-12-22 13:21:23
Very pleased with service

2023-12-22 13:34:04

Reception staff and the doctor were excellent

2023-12-22 17:37:35

Appointment on time. Friendly nurse who set my mind at rest throughout the procedure.

2023-12-22 17:49:17

Just had a blood test and blood pressure was taken. The nurse was friendly and did her job well. Was also seen fifteen minutes early which was a pleasant surprise.

2023-12-22 19:35:06

Very good service,thank you

[REDACTED]

[REDACTED]

2023-12-23 10:08:23

Thank you for facilitating appointments and meeting people as quickly as possible. Thank you all, thank you to the doctors, and thank you to the reception staff as well. When I call the receptionist, they take the call and help me and my family. Thank you and I wish you a happy new year

[REDACTED]

[REDACTED]

[REDACTED]

2023-12-23 14:01:55

Excellent Dr. She was attentive, kind and proactive. Long time to wait for an appointment though (booked about a month ago).

[REDACTED]

[REDACTED]

2023-12-24 20:42:39

Very good consultation with the practice nurse

[REDACTED]

[REDACTED]

2023-12-28 16:22:24

Easy to make appointments, not too busy. Different speciality nurses.

2023-12-28 18:19:58

Very good service

2023-12-29 09:17:20

The nurses were once again amazing at making vaccinations as pain free and "fun" as is possible. Thank you

2023-12-29 15:27:47

Lovely nurse, very friendly and reassuring. Reception staff are always lovely, supportive and helpful.

2023-12-29 15:40:42

Wasted trip

2023-12-29 15:44:36

The nurse was lovely - best one I have met so far! Thank you ☺ ☐

2023-12-30 10:20:54

Appt on time and a very relaxed session

2023-12-30 11:06:12

Always give good friendly service. Especially as I worked with some of them before retiring.

2023-12-30 11:49:34

Lovely nurse, as always. Very professional and friendly .

2023-12-30 14:22:18

Well. Had a smear test and nurse was soo lovely and made totally relaxed to the point we were laughing!!

2023-12-30 17:49:45

As always very efficient and cheerful from making the appointment through to the treatment and timely reminder for next injection