

NHS Friends and Family Test

February 2023

Q: Comments:

Free text question. There were 163 responses:

2023-02-01 09:11:18

Long time to wait for appointment although previous appointments were quick.

2023-02-01 11:05:11

GP was very generous with her time & care. It was a very helpful consultation. Thank you.

2023-02-01 11:15:03

Staff are all very nice, comfortable environment and my GP Dr [REDACTED]'s excellent

2023-02-01 15:07:11

Excellent response from reception nurses and doctors couldn't fault them

2023-02-02 08:31:53

Always polite and efficient staff, nurses and doctors

2023-02-02 09:21:09

All staff very helpful and courteous

2023-02-02 12:27:44

Always helpful and doesn't take an age to get an appointment.

2023-02-02 14:12:25

Nurse gave me reassurance and information about the jabs I received. No wait and a beneficial appointment for further protection from illness in old age.

2023-02-02 15:15:19

Very happy with the whole visit

2023-02-02 15:28:17

The best most friendly, caring and efficient surgery I've ever been with. All staff seem to go the extra mile to privileges first rate care and are clearly a fantastic team. Staying positive through busy pressured times. We're grateful as a family to be looked after by this surgery.

2023-02-02 16:03:07

Reception staff & Dr's are excellent.

2023-02-02 18:08:15

I attended my Smear yesterday and I have to say [REDACTED] my nurse was exceptional, I was already a nervous wreck but she made me feel so much better, I have extreme anxiety with anything medical, but everyone did all the could to lessen this, so thank you to my Dr that relayed my concerns to the receptionist (who got me me a quiet time slot etc) and [REDACTED] [REDACTED]

2023-02-02 18:34:30

Always very helpful and quick which is surprising under the current demands of your service

2023-02-02 19:51:09

A big thank you to Dr [REDACTED] and his nurse for my treatment and to the nurse [REDACTED] who took my stitches

out all do a great job, much appreciated to you all at Rowcroft Surgery.

2023-02-02 22:13:34

Receptionist are very good to deal with .

2023-02-03 08:48:10

On my last visit this week to the nurse for a shingles jab, I was seen on time. The nurse was friendly, I hardly felt the needle. I would say it was a pleasant experience.

2023-02-03 09:38:32

The doctor [REDACTED] saw was so friendly and really helped [REDACTED] with his blood test explained very really well

2023-02-03 10:41:50

Excellent quality service. Lovely Dr and nurse. Totally put me at ease. Seemed very skilled and kindly checked whether I needed a cervical smear at the same time as my iUD replacement , which I did - so got that done too - reducing the need for further appointments . Fantastic. Only one small thing could be improved -I had reminded the surgery both the reception staff and Drs in advance that I needed the coil replacing in coming months but they did not tell me there was a waiting list or put my name on it until it was expiring. (Perhaps the backlog was a new situation?) I just wish I'd known as I'd have put myself on the waiting list sooner so that I didn't have to take progesterone tablets while I waited.

2023-02-03 16:55:18

I had to wait weeks for an appointment and was with the doctor for about a minute. They were sending an email during the consultation. I didn't feel at ease or made to feel like they cared about why I was there. Once I left, I realised I had more I wanted to discuss but the doctor's dismissive nature had surprised me that it slipped my mind.

2023-02-03 17:50:20

Friendly reception and easy check in system. I also like the doctors or nurse coming out in person to call you instead of over the tannoy.

2023-02-03 21:30:59

Lovely friendly family service. Always appointments available for those times when we have an emergency. Sensible precautions during Covid which helps to keep me safe. The utmost care from all staff. Thank you all for all you do. You are amazing!

2023-02-04 09:26:18

Efficient and friendly

2023-02-04 10:02:01

As always, I have been treated very well and look forward to when we can have appointments quickly rather than having to wait 6 weeks or so. However I know this is not your fault - covid to blame !!!!!!! Very happy with my treatment. Thank you all.

2023-02-04 11:24:54

Very good

2023-02-04 12:08:56

Fitted me in quickly and are always friendly and pleasant.

2023-02-04 12:58:17

After seeing nurse [REDACTED] she made me an appointment to come back later to see a doctor as recently had an operation

2023-02-04 15:08:48

Appointment was dead on time. No waiting. The doctor took time in listening to my health issues and was very professional.

2023-02-04 19:34:33

Can't fault the care you get at surgery

2023-02-05 17:17:50

Really like Dr [REDACTED] feel like she takes the time to actually understand what's going on without rushing you

2023-02-06 08:40:58

The nurse was very nice kept me informed what she was going to do

2023-02-06 11:50:41

I always receive a good service.

2023-02-06 12:36:38

Excellent patient care nurses always go over and beyond...

2023-02-06 13:56:34

Brilliant service, very friendly and always helpful

2023-02-06 14:25:56

Receptionist are very helpful, they deserve a medal for how people speak to them

2023-02-07 09:44:25

As always the nures was kind and caring And it makes the vist pleasant to attend

2023-02-07 11:42:38

Very pleased with my consultation with doctor.

2023-02-07 12:07:52

Doctor was very thorough and found him easy to talk to.

2023-02-07 12:36:46

Very helpful

2023-02-07 13:00:05

Receptionists need to try and be a bit more discreet while asking personal information at the Reception

2023-02-07 17:27:21

Need my hand cream because it keep cracking and bloody bleeding

2023-02-07 17:56:39

I was pleased with the consultation and subsequent recommendation for referral. My only concern is the timescale to obtain an appointment at Rowcroft especially a face to face consultation.

2023-02-07 20:37:58

Had bad bruising after blood test

2023-02-08 09:34:38

Friendly medical team and support staff. Convenient surgery location and modern facilities.

2023-02-08 10:16:48

Dr [REDACTED] is the best GP I've seen in years, I'm so grateful for her support and care.

2023-02-08 11:02:20

Efficient reception and well spaced waiting area.

2023-02-08 16:40:48

The GP I saw was rude and unhelpful

2023-02-08 17:00:02

Would just like to say [REDACTED] the nurse is the most loveliest. She calmed me down and made me feel relaxed

2023-02-09 09:07:11

Nice to talk to someone about my life with a doctor who understands..

2023-02-09 12:13:52

Always willing to accommodate. Very friendly reception team and lovely doctors. Prompt call answering and professional attitude. Very happy. [REDACTED] Stroud.

2023-02-09 12:17:38

Rowcroft are the best doctors in stroud, never had a problem getting to see a doctor or nurse

2023-02-09 12:37:16

As usual, always polite and friendly . Nothing is too much trouble.

2023-02-09 14:10:48

Every effort was made to make sure I was ok, while I was having the procedure done.

2023-02-09 15:24:47

Always found reception helpful. Making appointments in advance difficult if you want to see specific GP

2023-02-09 15:59:20

Your staff and doctor were extremely friendly and have always been very helpful. Thank you

2023-02-09 17:02:40

Dr. [REDACTED] was friendly and really helpful

2023-02-09 17:02:51

Dr. [REDACTED] was friendly and really helpful

2023-02-09 17:11:04

Always welcoming and helpful .. and do not sugar coat

2023-02-09 19:25:09

Helpful courteous and sensitive patient centred care

2023-02-10 09:20:30

Very happy with the treatment I received this week

2023-02-10 10:15:38

The Rowcroft staff team provide truly excellent health care and I would gladly recommend this superb, hard working team for their much appreciated health/well-being care. During these often challenging times, their caring and helpful approach provides a consistently "gold standard" service. [REDACTED]
[REDACTED]

2023-02-10 11:26:29

It takes ages to get an appointment, if they will give you one, and then it's running late. I had to leave before I was seen as I had work commitments and could t wait any longer.

2023-02-10 13:29:43

Friendly efficient and knowledgeable staff. My GP knows me and understands my health condition, making a longer than expected return to health less stressful.

2023-02-10 15:41:52

first class

2023-02-10 15:52:24

Didn't have to wait many minutes and got everything sorted

2023-02-10 15:57:34

Very good

2023-02-10 16:36:24

Friendly, polite and on time.

2023-02-10 16:45:07

Went very well seen on time and made to feel at ease

2023-02-10 16:54:09

Professional and friendly, was instantly at ease

2023-02-11 08:45:01

Friendly staff and really helpful!

2023-02-11 09:19:24

Quick, professional consultation

2023-02-11 10:24:05

The GP (I think he was called dr [REDACTED] was very helpful. I felt like he listened closely to my concerns and gave me very helpful advice. I did not feel rushed at all, and was able to discuss all that I wanted to. Overall exceptional patient care.

2023-02-11 12:12:57

i was disappointed by the Gp i saw - very minimal consultation But as a whole the nurses/ reception and other doctors have been kind / helpful and friendly in these challenging of times .

2023-02-11 13:20:59

Really Easy to get appointment. Great advice

2023-02-11 16:07:01

It's essential to get any potentially cancerous mole checked by a doctor.

2023-02-11 17:29:44

Staff at the centre are really friendly and none thing is too much trouble

2023-02-11 18:18:30

Very pleasant and caring

2023-02-12 22:10:03

It's hard having a long wait with a young baby and another child and I waited 20mins past appointment time, however when we saw the GP they were very helpful, kind and I felt well listened to and was pleased to be able to get a referral for the issue my baby had. I especially appreciated the GPS manner with my oldest child who had to accompany me as I had no childcare, it made all the difference for my ease of visit.

2023-02-13 09:34:57
Excellent health care

2023-02-13 18:29:00
Friendly and professional

2023-02-14 10:33:06
Good Doctors and Nurses

2023-02-14 11:37:40
Friendly and accessible service under pressure. Urgent medical issues dealt with swiftly.

2023-02-14 12:02:45
My family (with wife and infant son) have had to come in several times over the last few months to see a variety of doctors and nurses. The staff have always been unfailingly helpful and amenable to the situations and often fitting us in at very short notice. Thank you to all the staff, especially those in reception.

2023-02-14 13:48:18
Great practice approachable receptionists .. excellent GPs always have time to listen

2023-02-14 14:49:13
Just a shame we have a long wait for an appointment with the doctors and the nurses

2023-02-14 18:59:21
Had to wait half an hour over my appointment time with no apology, the appointment felt rushed and I didn't feel that the doctor had any empathy with my symptoms.

2023-02-15 08:25:55
I have always found Rowcroft to be very helpful. I've never had a difficult experience with them in over 50 + years.

2023-02-15 09:24:30
First time I had visited this surgery. The person I saw never introduced himself. I could have been more assertive and asked for his name. Was satisfied with the consultation and plan

2023-02-15 09:52:35
The answer machine is too long and very condescending with respect.

2023-02-15 10:42:36
Appointment was on time, [REDACTED] was lovely, reassuring and kind, positive experience thank you.

2023-02-15 16:31:32
So far always been happy with service at Rowcroft

2023-02-15 18:48:51
Never had a problem that couldn't be sorted

2023-02-15 19:59:49
Made to feel welcome and plenty of time taken for the appointment.

2023-02-15 20:35:03
I hadn't seen a Dr. face to face for several years so it was wonderful to meet the Dr in person

2023-02-16 08:46:37
Nurse very professional and made me feel at ease

2023-02-16 09:52:13

Amazing surgery

2023-02-16 10:11:40

I get help and I am being look after very well thank you very much [REDACTED]x

2023-02-16 10:12:37

Referred to dermatologist with no problems

2023-02-16 10:24:02

Very good I am being look after very well thank you [REDACTED]

2023-02-16 11:41:59

Extremely good caring people at the front desk and the doctors are helpful when needed

2023-02-16 12:03:22

For Class treatment

2023-02-16 12:11:12

Nurses always helpful

2023-02-16 12:12:06

Always a friendly greeting

2023-02-16 15:06:34

I have always been very satisfied with the care and treatment the Rowcroft medical centre have given me and my family.

2023-02-16 16:14:23

Well run, efficient and friendly staff and hardworking doctors

2023-02-16 19:34:45

Excellent care from Dr [REDACTED] listened to me and explained options/possibilities.

2023-02-16 21:00:08

I was seen on time and the nurse was very efficient taking the blood test samples. Thank you

2023-02-17 12:31:17

Had to wait a while for the appointment but the advice from.the doctor was good

2023-02-17 14:19:35

Good no rush and interested to get the correct treatment

2023-02-17 21:16:37

Very accommodating care. Appreciated being able to wait outside because my baby was napping in the sling and I needed to walk about.

2023-02-18 09:36:16

Rowcroft always try to do the right thing for the patient.

2023-02-18 09:51:14

Brilliant care and communication, thank you

2023-02-18 10:17:15

Reassuring clinician made blood test a good experience

2023-02-18 10:32:27

Called in by the nurse at 10.12 for a 10 o'clock appt, out at 10. 18. Excellent service, thank you.

2023-02-18 11:01:35

Pleasant and helpful

2023-02-18 11:25:03

Friendly, efficient staff. Saw [REDACTED] and a lovely lady who was training. Felt very looked after.

2023-02-18 13:31:53

Friendly and confident

2023-02-18 16:00:43

It was very odd. The dr was asking me what I wanted, which was nice as it is giving me the options, but at the same time I had come in for help, as I was struggling. Hard to make a decision when I don't know if it's the right thing to do.

2023-02-19 11:24:17

So prompt with my jab. Excellent in and out.

2023-02-19 23:16:09

Face to face appts can take weeks

2023-02-20 00:11:54

Staff helpful and kind

2023-02-20 07:47:39

I was seen on time and the nurse was very efficient taking the blood test samples. Thank you

2023-02-20 20:21:24

Very useful to be able to speak with pharmacist rather than take up a GP appointment. She was very helpful. Thank you.

2023-02-21 11:31:31

Over 1 month wait for appointment however the GP I spoke to was very helpful

2023-02-22 09:24:32

Friendly, helpful, informative, caring

2023-02-22 10:58:11

Very thorough and answered my questions

2023-02-22 14:48:24

I was very pleased with the prompt attention i received with my appointment yesterday.

2023-02-22 15:15:22

Great reception staff, helpful and understanding. Despite having to often wait a long time for appointments that are just routine and urgent, have always found that the Doctors give you ample time during the appointment.

2023-02-22 16:33:10

Not many doctors seem to be available, the one I saw did not look closely at my afflicted area. I have been seen at Rowcroft for a number of years and have been happy with the treatment. Reception always helpful.

2023-02-22 17:32:53

Appointments are readily available and the thoroughness of the Doctor was exceptional.

2023-02-22 19:39:48

Always treated extremely well at the surgery staff doctors are really helpful.

2023-02-22 23:06:09

Still too long a delay to see a GP but the service and care is first class once your appointment happens. Excellent service from the nurses in the practice.

2023-02-23 08:14:58

Helen was extremely good at making me feel completely at ease. She was informative and very easy to understand. Very happy to have her as my asthma nurse.

2023-02-23 09:37:26

Excellent surgery

2023-02-23 09:52:33

Everyone kind and helpful

2023-02-23 10:56:21

Very polite, friendly and helpful

2023-02-23 11:05:47

Most excellent service and treatment. I could not ask for better

2023-02-23 11:13:22

Very friendly and efficient nurse.

2023-02-23 11:32:55

While appreciating the great pressure the practise has come under in recent years, and the poor government interventions, I don't think it runs as well as it used to do. I dont think receptionists doing triage works, and breaks patient confidentiality. They are not trained for it. Online access to services is clunky and slow. You could use video more as other practices do. However calls and video are no replacement for face to face meetings for many things. Wait times for appointments have got very long. I was told seven weeks wait last autumn. You did manage COVID clinics very well. Thank you.

2023-02-23 12:03:01

Everyone is helpful. Appointment waiting time disappointing.

2023-02-23 12:18:37

Nurse was so lovely and friendly and really put me at ease when I was feeling really scared about my test. It's actually restored my faith in doctors as I've previously had some not so great experiences in other surgeries.

2023-02-23 18:20:57

Very good care and understanding, but wait to see the Dr can be long.

2023-02-23 19:35:42

They are always friendly and helpful

2023-02-24 08:22:24

Very friendly, approachable staff who are understanding and caring.

2023-02-25 09:32:22

Totally felt at ease with my consultation, explaining my medication and time to answer my concerns.

2023-02-25 11:09:19

Really pleased with the treatment and advice given

2023-02-25 12:15:12

Very happy

2023-02-25 14:25:19

It's very good although I am unsure who is my official doctor. I am extremely pleased and thankful for the level of care available.

2023-02-25 17:39:35

Very kind and help you thank you

2023-02-25 18:05:08

I am very Happy with all your help and care thank you g gay

2023-02-25 21:03:06

Very efficient

2023-02-27 08:30:32

I was seen on time. GP listened to what I was saying and made positive recommendation for going forward

2023-02-27 15:15:14

I had to wait a little while for the appointment otherwise all very good

2023-02-28 08:53:02

Kind helpful and friendly professional staff. I appreciate the care and consideration shown Really lovely surgery to belong to. Thank you

2023-02-28 09:40:20

Dr was very nice and understanding did not rush me, I felt like I could talk to him about my problems.

2023-02-28 10:48:14

Exceptional service throughout all areas of the practice. Always caring and professional.

2023-02-28 17:21:17

Seamless and flawless. Thank you.

2023-02-28 18:02:28

Difficult to get appointments

2023-02-28 18:03:41

Thoroughly professional and helpful

2023-02-28 18:28:24

Very comfortable treatment. My blood sample was taken with great care and professionalism.

2023-02-28 18:38:31

I have a good relationship with my diabetic nurse. I trust her treatment program.

2023-02-28 19:19:20

All was very easy and efficient, no complaints, it's not broke don't fix it

2023-02-28 19:38:15

Always a joy to see [REDACTED] who makes an otherwise grim and sometimes difficult task seem effortless.

Reassuring advice and super friendly. Thank you so much.

2023-02-28 23:56:39

Staff are always pleasant and helpful.