

NHS Friends and Family Test

April 2023

Q: Comments:

Free text question. There were 147 responses:

2023-04-01 07:03:27

Very friendly and made me feel at ease

2023-04-01 10:16:41

I got the treatment but the doctor was very quick and I was only in there about 1-2min and was very rushed not even asking if there was anything else I needed

2023-04-01 10:43:35

Excellent service ...no long waiting times.

2023-04-01 11:13:30

Excellent experience, from check-in to diagnosis.

2023-04-01 13:41:18

Had 3 issues satisfactory dealt with in 7 minutes

2023-04-01 13:45:55

Pleasant helpful staff always ready to listen.Waiting time not too long

2023-04-01 16:27:57

Excellent understanding doctor

2023-04-01 16:39:12

Excellent and the nurse who did my blood work was lovely and very caring.

2023-04-01 17:33:57

Really helpful front desk, clean environment and personable doctor. Great experience

2023-04-01 21:52:38

Had to wait over an hour ended up having to enter my car reg so I wouldn't get a fine

2023-04-01 22:26:19

Consistently helpful and courteous.

2023-04-04 09:13:43

Always found surgery really helpful

2023-04-04 10:39:37

I did have a 70 minute wait for my appointment, but the doctor was great

2023-04-04 10:46:42

Very good Nurse very helpful

2023-04-04 14:57:00

Always satisfied though I don't use you much! xx

2023-04-04 17:00:44

Lucky to have an appointment due tcancellation. First offer was 5 weeks away ! Previous appointment was 5 weeks !

2023-04-05 08:13:33

Have to wait to long for appointment

2023-04-05 10:16:58

The nurse was so lovely & made me feel really comfortable, I never come to the doctors so always get a little nervous , but she was so easy to talk to

2023-04-05 12:04:10

Dr [REDACTED]s lovely

2023-04-05 12:50:30

Excellent service. Thank you.

2023-04-05 16:02:22

I found my appointment with Dr [REDACTED] very informative to help me positively respond to the health issues discussed. All staff helpful, thankyou.

2023-04-05 17:39:33

[REDACTED] and [REDACTED] were amazing- cannot thank them enough for understanding my situation and making me feel comfortable

2023-04-06 07:41:13

Very happy with treatment and service. Think it's a great shame that doctors and staff are under so much pressure and time constraints. Thank you

2023-04-06 10:22:55

V good

2023-04-06 10:30:19

Always fab

2023-04-06 10:36:13

The blood pressure machine in reception is not very accurate and gave 3 widely varying results. It is difficult to get the arm hole at the right height as the seat is not adjustable. However, the nurse was excellent. Although there was a a 30 min delay wait beyond the appointment time.

2023-04-06 10:56:00

As always friendly and cheerful staff,

2023-04-06 12:17:05

Waiting times for appointments to long. I don't think there is any need for the extended recorded message when making appointments.

2023-04-06 13:37:11

Attended to in a professional helpful manner

2023-04-06 14:25:40

Nice friendly staff and nicely located in Stroud. Parking is a bonus. Doctors are always engaging and interested. Lovely surgery.

2023-04-06 14:33:38

When I received a txt informing me of this appointment, I rang in to say that I was having regular blood tests and that I didn't want to take up a valuable appointment knowing how busy you are. I was assured

that it was necessary but when I battled in against the traffic I was told all my blood tests were good and my visit was basically a waste of my time but more importantly yours too.

2023-04-06 14:58:26

I was very pleased with the doctor I saw and she helped me with my problems

2023-04-06 16:05:38

I can get timely appointments and staff are always friendly and efficient. Dr [REDACTED] has a great balance of empathy, professionalism and approachability.

2023-04-06 16:42:57

Big big thank to you all

2023-04-07 05:43:45

I came in for a blood test, and was greeted with a smile and made to feel comfortable throughout the procedure

2023-04-07 09:06:13

Both in surgery & reception...all straight forward with plans made& appts booked.. Thank you.

2023-04-07 10:24:50

I'm a you

2023-04-07 10:55:16

Very pleasant person that I dealt with

2023-04-07 12:25:41

Extremely hard to get past the receptionists. Have been hung up numerous times by reception staff. They are very blunt. However during a recent visit for bloods the Nurse was lovely, punctual and friendly. She must be new. Always made to feel like I'm wasting the doctors time Despite genuine reason for visit.

2023-04-07 14:25:21

Very pleased with treatment

2023-04-07 16:09:19

Receptionist, nurse and GP were brilliant. However would like to say how helpful and polite [REDACTED] was on reception.

2023-04-07 16:27:15

Too long wait for specific dr. Phone wait for reception too long

2023-04-08 16:28:21

Nurse very friendly. Happy to answer my questions.

2023-04-11 08:31:13

Efficient reception. Always helpful. Availability of appointments a national problem.

2023-04-12 08:02:15

Despite publicity about GP difficulty with appointments I was seen immediately and got the best of attention as always thankyou

2023-04-12 10:45:31

Doctor had time to listen and discuss. Receptionist helpful. Waiting area pleasant.

2023-04-12 16:11:07

Very quick. Proficient and professional

2023-04-12 17:28:45

Great service. Lovely kind helpful staff. Quick to get appointments and doctors are always helpful and offer the right treatment.

2023-04-12 19:25:48

Looked after well , from receptionist to nurse.

2023-04-13 09:39:27

It's not really the kind of thing I'm asked to recommend.

2023-04-13 09:53:09

There can be a very long wait to book an appointment with a particular GP which means continuity of care is pretty non existent

2023-04-13 11:01:19

Always friendly, efficient and spot on with medical treatment.

2023-04-13 11:36:05

Extremely friendly and efficient care.

2023-04-13 21:38:32

Difficult to see or hear drs

2023-04-13 21:40:39

Efficient and painless blood test. Explanation about how the blood would be taken and why. Friendly and professional nurse

2023-04-14 08:05:04

Dr [REDACTED] and her team were polite, informative and approachable. I felt fully informed and reassured before, during and after my procedure.

2023-04-14 08:14:32

Your so good with giving injection to children that I would recommend you for a family

2023-04-14 10:14:55

Everyone is very pleasant and caring. My main concern is length of time you have to wait for an appointment. Although I must admit I got an appointment quickly when something possibly serious

2023-04-14 11:11:38

Always friendly and helpful

2023-04-14 13:44:30

My visit was extremeley informative my questions were explained fully very pleased.

2023-04-14 14:26:22

Friendly efficient service

2023-04-14 14:53:38

I've always found the staff at Rowcroft to be really helpful and friendly, and am usually able to get appointments relatively easily to fit in with work etc.

2023-04-14 17:35:21

All fine

2023-04-15 10:56:26

Friendly and caring

2023-04-15 15:19:13

The surgery is well run and I always get attended to promptly.. The receptionists are very well informed and always sort out any issues I may have. The doctors, nurses and ancillary staff are always helpful, polite and give timely accurate advice. An excellent surgery - thank you.

2023-04-15 15:41:44

I had extremely good treatment from Doctor [REDACTED]

2023-04-16 10:41:34

The best GP's surgery .

[REDACTED]

[REDACTED]

2023-04-17 07:31:05

Excellent service

2023-04-18 10:02:48

I think Dr [REDACTED] is excellent and am always very impressed by her care and thoroughness. I have been a patient at Rowcroft for 33 years but don't feel it is run as well as it used to be. There need to be more people answering the phones and I think it is unacceptable to be asked to tell the receptionist why an appointment to see a Doctor is needed. Also, there is far too long a wait to see a designated Doctor and recently a Doctor has referred myself and my husband to see a Consultant and then that decision has been vetoed or questioned by the powers that be. I find this very disconcerting. Overall I think the Medical Centre is run too much like a business but overall I am happy with the service and care I receive.

2023-04-18 10:56:44

Helpful

2023-04-18 11:07:08

Always been really helpful and been able to be seen quickly.

2023-04-18 11:36:20

Do you want/need us to recommend you? Do you have capacity for more patients?

2023-04-18 12:33:37

The treatment I received was expertly administered by a very well trained and knowledgeable nurse.

2023-04-18 12:37:15

Very efficient except trying to make an appointment when a doctor has requested by text it is virtually impossible and on two separate occasions been requested to return to try again at a later date. I am fully aware of the problems encountered by the NHS.

2023-04-18 12:51:33

Clinician was very pleasant and efficient.

2023-04-18 13:24:21

Always helpful and have helped greatly with phone calls and support

2023-04-18 13:31:43

I'm happy with the care and treatment I get from doctors and nurses ive seen

2023-04-18 16:30:23

It's a bit hit and miss if you get to see a doctor when you actually want to. I think I was lucky!

2023-04-18 16:55:50

Staff and Doctors are very nice and patient . The hour and 10 minute wait was a little unusual but apologised .

2023-04-18 17:09:56

Exceptional staff and care

2023-04-18 17:10:05

Very good

2023-04-18 17:43:41

This service was quick and efficient, but try and see a Dr. that's a different matter. So I can't recommend your surgery

2023-04-19 12:02:13

Listened to and action taken

2023-04-19 14:26:35

Very kind helpful and considerate staff.

2023-04-20 08:19:25

Excellent, friendly, supportive. Thank you.

2023-04-20 08:42:21

Minimum waiting time and good consultation

2023-04-20 09:56:15

Very pleased, very professional and friendly service- helping to relax and making it all feel easy.

2023-04-20 10:41:03

Lovely reception staff member and nurse who took bloods, very friendly and helpful

2023-04-20 10:59:37

All aspects of my visit was very comfortable . Very understanding staff

2023-04-20 11:32:40

Very good service

2023-04-20 13:21:05

Excellent and friendly staff - along with good medical support.

2023-04-20 14:32:07

Friendly helpful staff

2023-04-20 15:15:36

Very good experience with plenty of explaining the procedure and reassurance, thanks.

2023-04-20 15:34:09

Easily accessible and very friendly! Better than most around!

2023-04-20 16:01:28

Really gentle phlebotomist! BP machine in waiting area easy to use.

2023-04-20 17:39:46

GP very helpful

2023-04-20 18:46:29

Prompt and efficient care . Procedure carried out with skill and no fuss Shame that the waiting time to see a doctor is so long

2023-04-20 20:22:19

Always a wonderful service. Thank you so much to Dr [REDACTED] for all his care and friendliness.

2023-04-21 08:36:02

Friendly and efficient doctor, whom I have known for many years.

2023-04-21 08:46:26

(S/b phlebotomist) Very pleasant introduction by an efficient member of the team. The phlebotomist demonstrated she had read my notes before I went in to my consultation and asked if I was recovering well. Excellent blood drawing technique. Ensured I didn't feel faint following procedure and that I was okay to leave the room. Excellent communication skills, speedy consult; this lady is a credit to the Rowcroft team. Thank you

2023-04-21 10:00:35

The Nurse [REDACTED] who took the blood sample and my blood pressure was extremely professional and caring, a really great credit to Rowcroft.

2023-04-21 11:40:11

Good

2023-04-22 10:07:25

Extremely efficient, friendly, accommodating, punctual

2023-04-22 12:38:17

Phlebotomist who took my blood sample was very friendly.

2023-04-22 12:38:17

Phlebotomist who took my blood sample was very friendly.

2023-04-22 19:45:53

Staff went the extra mile to be friendly and helpful.

2023-04-23 16:19:31

It's a look ways good to get an almost immediate appointment

2023-04-24 08:08:19

I always receive a great service. And also an up to date experience on follow up.

2023-04-24 12:18:13

Meant very likely, always receive good treatment by all staff, realise they must be under alot of pressure.to please everyone.

2023-04-25 13:34:01

Always helpful and best taking of blood .

2023-04-26 08:23:04

The nurse was really kind and friendly and put me at ease. She also clearly explained everything about the procedure and what I was being tested for and gave me helpful advice. I felt comfortable to talk to her about private issues which I feel is really important.

2023-04-26 10:52:36

I have been fortunate not to need a doctor very often so my experience is very little, but it has always been good so far.

2023-04-26 11:32:21

The answer phone pre recording needs to be changed it curt, not welcoming and boarder line rude!

2023-04-26 11:49:30

Saw my daughter quickly which I appreciate

2023-04-26 12:07:32

Most doctors & staff there are lovely and doing their best to keep us healthy in difficult times

2023-04-26 12:26:22

The nurse was very polite, informative and helpful.

2023-04-26 13:09:27

I'm very very happy thank you

2023-04-26 14:41:25

Very good

2023-04-26 15:15:16

Good service

2023-04-26 15:39:38

Excellent service.

2023-04-26 17:24:42

Had to wait a while to park my car but apart from that everything was fine

2023-04-26 19:59:33

Understand, helpful and emphatic.

2023-04-27 09:07:55

Excellent. Thank you.

2023-04-27 09:22:22

Efficient, friendly and reassuring. Thank you.

2023-04-27 10:20:11

██████████ is brilliant!

2023-04-27 12:42:12

The doctor listened carefully, acted quickly and is now following up with further tests.

2023-04-27 13:23:10

Faultless in all respects

2023-04-27 14:14:31

Reception was good and the nurse was very good. I was in and out as quickly as possible. Thank you very much.

2023-04-27 14:51:50

Staff very helpful on the phone and when I came in to the surgery

2023-04-27 16:22:15

FANTASTIC

2023-04-28 09:20:56

First class staff

2023-04-28 13:36:35

Super friendly team ,nothing is to much bother

2023-04-28 14:59:01

The reception staff (that I know) and Dr [REDACTED] know me. They know my anxiety and take amazing care. I have been with Rowcroft since they opened and the Dr's before when at Beeches Green. Couldn't recommend them highly enough.

2023-04-28 15:20:32

Friendly, efficient and spot on time. Brilliant!

2023-04-28 16:23:00

My appointment was on time. Lovely, friendly nurse.

2023-04-29 08:04:54

very efficient service

2023-04-29 08:24:14

I have no friends or family.

2023-04-29 09:01:20

I have been recommending this surgery since 1964

2023-04-29 10:11:22

Always pleasant, kind and professional.

2023-04-29 10:30:50

Excellent treatment

2023-04-29 11:53:55

The surgery has always been incredibly good and even in the difficult circumstances of the pandemic and in the following difficulties still delivers really well.

2023-04-29 14:00:57

Very helpful dr explained all I needed to know

2023-04-29 14:00:57

Very helpful dr explained all I needed to know

2023-04-30 10:52:36

Staff are always helpful and when I had a need to see the doctor urgently I was seen same day

2023-04-30 15:13:33

Although a bit late in , very friendly and helpful doctor

2023-04-30 16:57:30

Had to wait for three weeks for this appointment
