

NHS Friends and Family Test

May 2023

Q: Comments:

Free text question. There were 120 responses:

2023-05-02 17:54:31

Nurse was so friendly and great with my son thank you so much

2023-05-02 17:55:20

Always happy with the service myself and my children receive Thank you

2023-05-03 10:38:31

I was disappointed to be told by the nurse that I was late for my appointment when I had been waiting at the desk for 10mins to check in because the screen wasn't working. Especially when there were 4 ladies in the back office who could see the queue of people waiting.

2023-05-03 11:04:45

Could get an appointment with the king sooner than you can with a doctor.

2023-05-03 15:56:06

Almost no waiting at all and very kind nurses.

2023-05-03 16:00:58

Long waiting time on hold when you ring for an appointment. Number waiting in queue never changes.

2023-05-03 17:23:55

Fantastic service,professional,kind always available,knowledgeable. I just feel so fortunate to be a patient with you at Rowcroft,thank u for taking such great care of me.Well done to you all.

2023-05-03 17:44:32

Very happy with my smear test, probably the best one I've ever had. I was concerned with how it would go prior to attending but I need not have worried

2023-05-04 08:04:46

Always received very good treatment

2023-05-04 08:32:43

Very friendly staff. It makes a difference!

2023-05-04 10:13:08

I was given useful, easy to understand health advice.

2023-05-04 10:25:05

An efficient and professional encounter for a blood test with the nurse.

2023-05-04 11:49:34

The nurses are very good and caring but I find the majority of doctors don't want to bother getting to the root cause of the patients ailment. If all the tests come back fine, they won't try to find any other reason for the patients illness.

2023-05-04 12:02:03

My friends and family are all registered with their own doctors so the question would not arise!

2023-05-04 17:51:11

Big [REDACTED] was very good

2023-05-05 08:22:32

On the ball

2023-05-05 10:27:58

Excellent nurse

2023-05-05 10:34:07

It was great to chat to someone at length about my medication and not be pushed for time. Thank you.

2023-05-05 14:34:36

Dr [REDACTED] is incredible, she gives me incredible confidence that I am being very specially looked after & nothing is to much trouble. She is everything that a Dr should be . Amazing lady

2023-05-05 14:38:50

Was a bit miffed that I had to wait 55 mins to see the doctor. When I saw her she apologised and explained that the computers were down, which explained everything. The outcome from the consultation was very satisfactory. Can I suggest that if the computers go down again, someone just tells the people in the waiting area what the problem is and that they may have a much longer waiting time than usual.

2023-05-05 15:05:50

Always had excellent care and service here

2023-05-06 08:06:13

Very friendly and professional staff I found.

2023-05-06 08:30:41

Seen quickly by a superb nurse and a call from doctor a bit later. Great service

2023-05-06 11:38:52

I don't use the surgery often but when I do, staff are always friendly and helpful. When I've needed an urgent appointment that has been possible.

2023-05-06 13:22:59

Always treated with respect and listened to.

2023-05-07 09:09:11

Difficult to find a parking space although there were no patients in the waiting room. O

2023-05-08 21:34:55

Smoothly run.

2023-05-09 08:04:41

superb. efficient from making appointment to treatment ,excellent service thank you!

2023-05-09 10:31:45

It took nearly two months to get a doctor requested appointment !!

2023-05-10 07:48:05

The nurses at Rowcroft are fantastic. The level of care, information and assistance they provide is amazing and cannot recommend the team highly enough!

2023-05-10 09:11:02

[REDACTED] was the [REDACTED] who dealt with me. Lovely lady!

2023-05-10 16:16:00

Despite all the stresses and restraints the NHS are subject to, I've always felt taken good care of and supported by Rowcroft.

2023-05-11 08:47:38

The doctor was very helpful and listened to my concerns

2023-05-11 08:52:57

My appointment with the nurse called [REDACTED] went really well, she was very well informed and despite going in for a blood test, I came out with also having the first of two Shingles vaccination, something I had been meaning to have for the past year but didn't get around to. Thank you [REDACTED]

2023-05-11 10:20:59

The car park could do with being bigger and more disabled spaces. The ones by the chemist are sometimes used by people 'popping in' to collect prescriptions etc who are not disabled. I have had to ask people to move their vehicles on a couple of occasions when taking my elderly Mother to the surgery.

2023-05-11 11:04:09

Took blood and didn't feel a thing nurse was nice and friendly

2023-05-11 11:42:48

Very helpful and caring.

2023-05-11 11:58:02

I have nothing but the upmost respect for all the staff Doctors and nurses what a wonderful bunch of people who are always brilliant at what they do

2023-05-11 12:51:10

Great & friendly

2023-05-11 13:07:42

Friendly and professional.

2023-05-11 13:22:13

The appointment was late but I was advised of this on arrival. I was pleased with the way the discussion was conducted. My questions were answered with clarity and I was easily able to make decisions on the information I was given. I did not feel at all rushed. The doctor knew why I was there and had all the information readily available.

2023-05-11 14:40:57

Very efficient No unnecessary co Privations

2023-05-12 08:22:02

Best GP

2023-05-12 10:08:14

Always helpful, thank you

2023-05-12 12:42:16

New patient

2023-05-12 13:15:22

Quick and helpful follow up. Thank you

2023-05-12 13:16:29

Excellent all round service

2023-05-12 13:33:42

Excellent, prompt appointment. Brilliant response. Thank you.

2023-05-12 16:02:16

Always pleased with the care I receive from Reception, Nurses & Doctors, thank you!

2023-05-12 19:32:30

All the staff are helpful and welcoming and very professionals. I have always received good service

2023-05-13 05:53:01

Very good. Friendly efficient and kind on the front desk, warm and welcoming. Always do their best. Listen, show respect. Dr [REDACTED] fully explained what he was doing, eased my anxiety, I feel confident knowing I'm being treated very well, helping to repair the problem.

2023-05-13 07:27:26

Always a pleasant experience from every member of the team.

2023-05-13 09:37:54

If they can get seen maybe the doctor

2023-05-13 10:51:02

I have been coming to this practice since I moved to Stroud in 1974, they were based at Beeches Green so I've seen a lot of changes but it's still a very good practice with lovely and helpful staff

2023-05-13 14:02:44

Great place to visit with very friendly staff, only downside is long waiting time to get appointment.

2023-05-13 14:16:56

Doctor was clear and empathetic, without giving any sense of false hope about timescales - really important under the circumstances. If at all possible, will ask to see him again in future, not that all the other GPs I've seen at the surgery haven't been very capable. Takes a while to get an appointment but felt to be worth it.

2023-05-13 14:52:53

Good doctor

2023-05-15 03:50:08

My appointment was due the same time as a medical emergency which meant a delay but [REDACTED] was professional and gave me the time and reassurance as always

2023-05-15 11:16:17

Always happy with my doc's surgery

2023-05-16 07:42:53

Efficient, professional and friendly!

2023-05-16 09:10:51

As always Rowcroft Medical Centre is very friendly and polite. Always treated well.

2023-05-16 10:11:03

Very patient and considerate.

2023-05-16 10:49:16

All staff are extremely helpful when on the phone and my doctor has a lovely manner when I see her

2023-05-16 14:44:58

Most of reception staff are polite helpful and considerate. Always try their best in such difficult stressful times. have always had such fab treatment from this medical centre/doctors - I'm very happy.

2023-05-17 13:14:33

Efficient and considerate help from reception and doctor.

2023-05-17 13:50:13

Fast efficient and very friendly

2023-05-17 15:08:20

Always received helpful treatment

2023-05-17 20:56:41

Waiting times have got a lot longer. We waited an hour to see the doctor.

2023-05-17 21:54:58

Great service, and the nurse who carried out my health check was first class

2023-05-18 10:36:54

Punctual and friendly

2023-05-18 18:54:06

Great again.

2023-05-18 22:29:13

Dr [REDACTED] is a credit to her profession. She listens, shows concern and genuinely seems to want to help.

2023-05-19 10:10:34

Brilliant care and compassion from staff , doctors and nurses

2023-05-19 11:42:51

I had all my questions answered so was quite happy

2023-05-19 13:20:34

Very pleased with sevice

2023-05-19 14:01:13

Swift, efficient, friendly.

2023-05-19 14:13:02

As good as a blood test can be.

2023-05-19 14:46:02

Good surgery. Staff all very pleasant

2023-05-19 15:59:50

Always polite and friendly

2023-05-20 10:00:25

The nurse had a friendly approach, explained clearly the procedure and made me feel at ease. Appointment was on time too. Very positive experience.

2023-05-20 10:41:05

Very thorough investigation with Dr [REDACTED]

2023-05-20 12:55:31

Very helpful and thorough

2023-05-20 12:59:18

I find the staff very kind, patient and professional

2023-05-20 14:41:47

the treatment I have received from gp's and nurses generally excellent. getting an appointment is sometimes extremely difficult

2023-05-20 17:47:54

I'm sorry but I missed the call as my phone was on silent following a funeral!! I will re book. Everyone more than helpful

2023-05-21 05:31:55

Very friendly staff

2023-05-22 07:05:01

Friendly professional service

2023-05-23 09:11:33

I think the situation is difficult across the board with access to appointments

2023-05-23 10:06:34

Very efficient. Very easy and instructions followed as per text message. I thank you for your guidance as I try not to burden fantastic staff and Doctors of the NHS. Lady who did blood test very gentle explained things engaged. In appreciation. [REDACTED]

2023-05-23 14:33:15

Some of the GPs are unhelpful, like [REDACTED] I came away from an appointment with him feeling confused and frustrated.

2023-05-23 15:57:22

The nurse was very efficient t taking blood. Best session ever. It was virtually pain free and she was very pleasant

2023-05-23 18:19:47

Practice notified me that my annual blood test was due. Was able to book an appointment to suit me. Phlebotomist was pleasant and on time. Blood test went smoothly.

2023-05-24 08:35:32

All my friends and family are registered with their own doctors so recommending mine would be pointless!

2023-05-24 10:50:08

I always do

2023-05-24 18:31:29

A friendly and welcoming team. Thank you

2023-05-24 20:19:51

Appointment within good time and service from reception staff always brilliant and dr kind and thorough

2023-05-25 05:48:30

The nurse was v reassuring and supportive.

2023-05-25 08:54:25

Always helpful, friendly and professional.

2023-05-25 09:01:19

I was very pleased with my blood test procedure

2023-05-25 10:27:29

the nurse was very good Andihad a brilliant experience

2023-05-25 12:54:30

Very good and helpful receptionist my med transfer from Dursley to here exemplary. Love the newer dosette box that's so much easier to use. Only thing I wish is that when you have tests done eg bloods you got call back with results.

2023-05-25 13:01:49

I had a double appointment with the doctor for two procedures. She was extremely efficient and listened to my queries. She was supportive and helpful.

2023-05-25 13:22:14

Very hard to find a doctor that listens to me

2023-05-25 14:00:55

The reception area is unwelcoming, & reception staff extensively seem distracted, this may be due to workload, however patients should not be made to feel bothersome or getting in the way of their work. This appears to be learned behaviour as it seems to be the norm now.

2023-05-25 14:27:51

Always very friendly and treated with care and consideration.

2023-05-25 21:57:17

It is important in a caring profession that priority is given to the issues facing patients and not the priorities of government ministers, members of parliament and their favoured advisors.

2023-05-26 08:19:24

If improvements made

2023-05-26 10:11:09

Seen before appointment time.Lovely phlebotomist,didn't feel a thing!

2023-05-26 13:45:37

Appointments are difficult

2023-05-26 13:48:32

Its far too hard to get an appointment and hardly ever get to see a doctor who you are familier with

2023-05-26 15:44:02

Fantastic surgery with amazing staff who always try their hardest to help you

2023-05-27 10:19:21

The GP really seemed to listen and empathise with my health issues and suggested a new plan of tests and medication which sound hopeful.

2023-05-27 12:23:44

Thought taking my own bp in waiting room waste of time! I didn't feel comfortable and bp went sky high!! The nurse had to take it twice till it lowered.

2023-05-27 13:17:25

Appointment on time. Nurse very efficient & helpful.

2023-05-27 14:27:03

Got there early and was seen before my appointment time. Bit of a concern about one of my readings and given the necessary advice.

2023-05-27 15:17:21

I have experienced at least 3 doctors surgeries in the recent past due to job/house moves and I think there are opportunities to improve here

2023-05-29 10:36:33

Only waited a few minutes. Friendly and efficient consultation.

2023-05-29 18:05:01

The Doctor was extremely helpful and thorough. They listened to my needs.

2023-05-30 15:04:53

Very caring and helpful staff

2023-05-31 11:38:53

Dr [REDACTED] was very friendly and explained things thoroughly. I'd be very happy to see her again and appreciate her gentleness during the procedure.