

NHS Friends and Family Test

August 2023

Q: Comments:

Free text question. There were 185 responses:

2023-08-01 10:35:27

Efficient and quick

2023-08-01 12:55:17

Always kind and caring

2023-08-01 18:52:27

Wonderful phlebotomist. Never any trouble to get my blood, so gentle. An appointment feels like going on a visit to see an old friend, rather than a procedure at the surgery. Thank you so much. Always a reassuring experience.

2023-08-01 20:16:52

The nurse was so helpful with me.

2023-08-01 20:27:14

I am always happy with the help I receive from everyone at Rowcroft Medical centre

[REDACTED]

[REDACTED]

[REDACTED]

2023-08-02 11:58:23

Excellent service

2023-08-02 13:02:32

Very efficient at what they do

2023-08-02 13:49:52

Very efficient and friendly

2023-08-02 16:08:22

The 4 week wait for an appointment and no access to information or support in the preceeding weeks is really unacceptable

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2023-08-02 18:08:52

Helpful and informative appt, GP listened to my queries and answered them all.

[REDACTED]

[REDACTED]

2023-08-03 08:19:33

Always, very friendly and helpful

2023-08-03 08:46:45

Was lucky to get appt. Due to cancellation! Dealt with in a friendly and professional way, very friendly receptionist thank you!

2023-08-03 10:25:37

Finding a parking place was a helpful start. I appreciated the quiet, airy waiting area. GP & receptionist treated me with respect & patience. Thank you.

2023-08-03 10:47:00

Great service

2023-08-03 12:23:40

On time v. Efficient and very friendly

[REDACTED]

[REDACTED]

2023-08-03 13:01:42

[REDACTED] made the blood test effortless and I didn't even feel the needle. She was very caring and polite and asked me if there was anything else I needed help with. There was something I was struggling with a lot and she booked me a phone call with the doctor within 48 hours of visiting the surgery. She is a credit to the team, the receptionist and Dr [REDACTED] were also very helpful and understanding. The previous surgery I was at gave little to no support at all. I would highly recommend the staff and the surgery in general and am pleased I have made the recent move to Rowcroft. Kind regards, [REDACTED]

2023-08-03 14:41:50

Always able to get an appointment within a couple of days, but normally on day of call. The doctors and staff friendly and professional. Treatments and referrals are prompt and efficient. A great service to customers-

2023-08-03 15:16:45

Dr [REDACTED] continues to be an exceptional GP whom I would highly recommend

2023-08-03 17:03:17

The last nurse I saw was really helpful

2023-08-03 21:37:26

If you had asked me this on any other day I would have said 'extremely likely', as in my experience Rowcroft have always been very good with my and my children's health care. Today I'm responding to the question in a neutral way and adding this comment to explain: the last time I went for a blood test it was interrupted by another healthcare worker who came into the very small room we were in and squeezed behind the nurse who at the time had a needle in my arm taking blood. I'm not sure if the nurses actually bumped together, but it felt like a slight nudge, and with a needle in my vein my instinct was to pull away. Unfortunately the nurse had not taken a full sample of blood by then so had to go back in the vein which was uncomfortable. It really wasn't the nurse who was taking my blood's fault. It was the other healthcare worker who did not acknowledge me in anyway. The only thing I can think is that she must have been

dealing with an emergency because I can't see any other reason why she would not either a. Wait literally 30 seconds for the blood test to be over, or b. Say excuse me to me and the nurse who was taking my blood, or at least sorry on her way out. I actually welled up with tears as I felt so disrespected and unfortunately my children witnessed all this too. Maybe I was being over sensitive, but if I felt that way then I feel other people might too and so it's important to feed this back. Thanks for all your usual great service and the very important work your health care workers do!

2023-08-04 08:07:56

Fabulous care and treatment Rowcroft has been my docs for 53 years

2023-08-04 09:12:19

Went in for my daughter's vaccinations and the tow nurses working were so friendly and helpful, especially as I had to attend the appointment with my 20 month old. Thank you!

2023-08-04 09:13:48

I was treated with Great respect

2023-08-04 11:25:10

Very efficient

2023-08-04 13:45:08

I cannot thank [REDACTED] enough she was so thoroughly in examine me.

2023-08-04 17:00:51

So far 70 yrs at the same surgery, we have always had good attention from all the staff.

[REDACTED]
[REDACTED]

2023-08-04 21:47:01

I am extremely pleased and reassured by the care and treatment I receive from the Rowcroft Medical Centre. Reception staff are helpful and welcoming and the medical team are knowledgeable, skilled and empathic. The building is accessible with adequate parking and a spacious seating area. Thank you to the whole team.

2023-08-04 22:00:22

Friendly, quick and efficient

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

2023-08-06 05:03:02

Amazing doctor listen to and looked after

2023-08-06 09:44:59

Actual visit was on time and taking of blood efficient. However, overall difficulty in obtaining meaningful face to face appointments leads to lack of confidence .

2023-08-07 08:42:20

Excellent care and reassurance from the doctor.

2023-08-08 13:01:46

I only had a blood test

2023-08-08 13:01:46

I only had a blood test

2023-08-08 15:08:50

Receptionist always try to accommodate

2023-08-08 15:31:27

Very friendly staff and doctors, very helpful

2023-08-08 17:39:15

Very good experience yesterday. My appointment was with the nurse who was extremely polite & efficient & put my mind at ease.

2023-08-09 08:32:16

Professional and friendly.

2023-08-09 13:25:11

who doing my injection was amazing, efficient , explained everything and so pleasant. Thank you

2023-08-09 14:44:19

I waited an hour and a half to see a female doctor - this is too long. Giving out 10 minute appointments is quite ridiculous that's hardly time to get in and explain why you are there.

2023-08-09 16:48:42

Service was excellent

2023-08-09 18:00:15

I feel disappointed by the lack of continuity of care. Doctors seem to leave often. The reception staff are always friendly and helpful. I can usually get an appointment when I need it

2023-08-09 20:05:47

Fantastic surgery, the nurses are a joy. Always polite at reception.

2023-08-09 20:58:27

Treatment is good but waiting times for an appointment is shocking. 1 month

2023-08-10 10:36:02

Excellent and first-class care... as always over the last 50 years!

2023-08-10 10:51:06

As always I was treated with respect and your team were very helpful providing me with a wheelchair and pushed me to the surgery. Thanks

2023-08-10 11:56:32

The nurse was extremely polite and kind.

2023-08-10 14:27:39

Looked after me very well

2023-08-10 16:30:25

Having gone through prostate cancer, I only have sincere admiration and thanks to the staff of the NHS.

[REDACTED]

2023-08-10 20:36:15

The doctors, nurses and receptionists are amazing. The wait times to see a doctor are not great.

2023-08-11 11:09:36

Everyone is so helpful friendly and understanding. Not sure what I would do without you all.

2023-08-11 11:17:23

Great service

[REDACTED]

[REDACTED]

2023-08-11 12:29:07

Friendly welcome from front of house.

2023-08-11 12:50:34

Appointment surprisingly quick and pleasant treatment by reception and medical staff.

2023-08-11 13:22:17

Efficient, painless investigation. Very pleasant & relaxing manner of practitioner and seen on time.

2023-08-11 13:53:06

Great service and care but recently been frustrated trying to get nurse appt for blood test for diabetes despite suffering symptoms

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2023-08-11 15:26:34

Very good appointment with [REDACTED] for my diabetes check. She is very informative and gives great advise on how to manage the condition. Everyone who I have dealt with at the surgery are friendly.

2023-08-11 15:27:05

Quick, easy, efficient yet friendly

2023-08-11 17:08:58

There are some lovely drs at this surgery who listen and take time to help yoj

2023-08-11 18:39:29

Always brilliant and efficient help and treatment from Rowcroft medical centre.

2023-08-12 14:08:39

Quiet afternoon, was in and out in two minutes!

2023-08-12 14:36:11

Appointment time on time happy with appointment

2023-08-13 21:06:40

Nurse was patient,kind and respectful

2023-08-14 17:11:59

Excellent service.

2023-08-15 13:42:07

Excellent service on time no fuss

2023-08-15 14:49:01

For my circumstances the service was very good but may be different for other people's situations

2023-08-15 16:16:09

I can not rate Rowcroft highly enough!

2023-08-15 16:16:10

I can not rate Rowcroft highly enough!

2023-08-15 18:46:03

Great service at reception desk. Sensitive to my medical needs. Able to have a consultation with a doctor straight away. Doctor was very attentive and listened to my problems. Felt she reassured me and worked out a good course of action with some follow up tests. Left very pleased with the level of help and care. Thank you.

2023-08-16 13:27:03

I always feel I get the best treatment from rowcroft!

2023-08-16 14:50:56

Dr's are good but takes a long time to get an appointment

2023-08-16 14:56:23

Lovely helpful nurse!! In and out promptly too!

2023-08-16 15:06:26

[REDACTED] s so good at putting you at ease. I am extremely squeamish giving blood but she is so professional I hardly notice her doing it . I always leave happy. Also [REDACTED] s very good looking after me with advice since diagnosis with tue 2.

2023-08-16 15:07:23

I have been a patient at Rowcroft for over 20 years and their compassion and efficiency has been exemplary. Hugely grateful given the amount of negative and disappointing behaviours they are often subjected to. Thank you to all staff for their dedication and being there for us.

2023-08-16 16:55:36

The recent visit yesterday was a real pleasant visit to the surgery. The receptionist and clinical nurse were really welcoming and friendly and although coming in for a health check the whole experience was quite enjoyable and pleasurable.

2023-08-16 17:58:46

Always find starr helpful and with a pleasant nature

2023-08-17 07:51:50

Good service

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2023-08-17 09:37:35

Friendly, respectful staff.

2023-08-17 10:54:15

Staff are always extremely helpful and pleasant and provide me with a consistently high service.

2023-08-17 14:08:39

Have always been at this practise, and my children. Helpfull staff and always try and accommodate you.

2023-08-17 14:31:32

A thorough check and the nurse was both efficient and knowledgeable

2023-08-17 14:51:31

Really helpful team -

2023-08-17 15:20:40

New young face. Took my blood for test quickly and easily. Discussed my highish blood pressure.

[REDACTED]

[REDACTED]

2023-08-17 16:59:03

The nurse was really professional and friendly putting me at ease straight away.

2023-08-18 08:04:49

My appointment was on time and the nurse dealing with me wad very helpful and caring.

2023-08-18 08:45:49

Could not be better service

2023-08-18 08:55:08

I have found the service you provide to be excellent Thank you

2023-08-18 10:00:25

All doctors and nurses fantastic, [REDACTED] who we seen for my sons jabs were amazing. The lady on reception is the nicest most helpful woman who is a credit to your surgery - train all the reception staff to be like her (some are definitely not as pleasant or helpful!)

2023-08-18 12:24:32

Excellent polite and professional as always

2023-08-18 15:12:16

As always, staff at Rowcroft Medical Centre were friendly & professional. I was seen on time & everything I needed to know was clearly explained to me by the medical practitioner.

2023-08-18 18:42:53

I waited nearly 40 minutes as the receptionist thought she had checked me in but it wasn't showing on the system

2023-08-19 08:26:26

Friendly, efficient, quick.

2023-08-19 10:26:37

Overall my experience with the practice has been good.

2023-08-19 14:34:44

The nurse I saw was really friendly with a good sense of humour which helps a lot when they are going to stick a needle in your arm and take your blood.

2023-08-19 15:58:49

Friendly staff problem sorted appointments are easier to get.

2023-08-19 20:06:14

Reception staff are always friendly & helpful. My appointment was virtually in time & the Dr I saw was very helpful, approachable & professional. Thank you.

2023-08-20 06:26:42

Very quick vaccination on time

2023-08-20 18:51:39

The Receptionists are always so helpful in trying to find me an appointment when I ring, and I have always received great care from whichever GP I have been fortunate enough to see.

2023-08-21 13:12:00

It is very difficult to get a non emergency appt in a sensible timeframe. Made an appt in mid July. Given telephone appt mid August. It leads people to say everything is an emergency when it it isn't.

2023-08-21 14:17:37

I was very happy with my experience! Efficient and friendly service!

[REDACTED]

2023-08-22 08:01:21

Staff are friendly helpful and efficient.

[REDACTED]

2023-08-22 08:21:33

I was seen very quickly my nurse was friendly and professional taking time to explain to me

[REDACTED]

2023-08-22 08:55:07

Very quick and easy

[REDACTED]

2023-08-22 11:40:18

I realise you may have to deal with unreasonable calls occasionally but your telephone message seems to imply that we are all potential abusers of your staff.

[REDACTED]

2023-08-22 14:02:55

Polite staff, but it can be a very long wait to get a appointment to see a doctor,

[REDACTED]

2023-08-23 10:47:47

Extremely efficient phlebotomist

[REDACTED]

2023-08-23 11:07:59

Appointment was for blood test. Blood taken with no problems and no subsequent bruising.

[REDACTED]

2023-08-23 13:27:20

Having arrived on time for an appointment the automated booking in system said it was unable to check me in. I then stood in a queue of 3 people for about 10 minutes to speak to a Receptionist only to be told that as I was now late the Doctor would not see me. This was after having to wait nearly a month for the supposedly earliest available appointment in the first place. My Mother is with Frithwood Surgery and can always get appointments within days of requesting them. Your service is abysmal!

[REDACTED]

2023-08-23 15:20:53

The nurse that I saw was excellent and extremely professional

[REDACTED]

2023-08-23 15:23:25

The nurse that I saw was excellent and extremely professional

[REDACTED]

2023-08-23 15:54:56

I have always found my visits to the surgery a pleasant experience and the staff have always been helpful

and courteous.

2023-08-24 08:00:20

Very friendly nurse.

2023-08-24 08:32:46

First class treatment

2023-08-24 10:20:59

Very professional thank you..

2023-08-24 11:50:44

██████████ was brilliant as I was very concerned about my tests

2023-08-24 11:56:22

So friendly and welcoming.

2023-08-24 14:36:28

Blood pressure machine gave a me a reading of 173/95 is it working OK.

2023-08-24 14:46:52

Looked after very well over a lot of years, at this surgery. Plus, if I need seeing, they see me.

2023-08-24 14:51:25

Staff were very good, friendly and professional.

2023-08-24 19:06:34

I have always been very happy with the service provided by this friendly local surgery.

2023-08-25 08:10:29

I had an appointment with ██████████ yesterday, and he was absolutely fantastic. He made some great recommendations, taught me a lot, and made me feel listened to and supported. I really appreciate that, so much, particularly considering the time pressures on GPs currently. Very friendly and helpful staff as always too

2023-08-25 12:12:20

Seen on time. Friendly staff.

2023-08-25 12:38:10

Great surgery, everyone lovely. Appointments always found for emergencies

2023-08-25 12:50:16

Excellent service from both Nurse ██████████ and receptionist ██████████

2023-08-25 17:10:37

Dr was helpful and professional. Receptionist was lovely. Had to wait 3 weeks for the appointment.

[REDACTED]

2023-08-25 19:38:54

Very helpful and easy to access.

2023-08-26 08:06:13

The GP was well informed, listened, and was helpful.

2023-08-26 08:13:36

Efficient, friendly nurse who put me at my ease and answered my questions. Reception staff did their best to sort out my query BUT two appointments I thought I had weren't recorded on the surgery's system and after reporting a trip to A&E last weekend for very high BP and being told one of the Doctors was looking at the notes no one had contacted me or followed up which I was surprised about given the potential seriousness of this. I do understand that you are all working under extremely (and increasingly) pressured conditions currently

2023-08-26 08:37:13

Dr [REDACTED] is brilliant, she investigates problems!

2023-08-26 10:06:33

Friendly professional service from people who care

2023-08-26 13:58:07

Friendly and very welcoming

2023-08-26 14:32:30

Staff are very helpful.

2023-08-26 15:36:03

Do you and polite and professional I enjoyed talking to [REDACTED] She went about her Business professionally

2023-08-28 16:41:17

Very smooth process. I did blood pressure in the waiting area. Went in on time, followed by a blood sample, weight check and some questions about life style etc. Very pleasant nurse and all completed in ten minutes or so.

2023-08-28 17:20:09

Friendly helpful receptionist and nursing staff. Good doctors.

2023-08-29 18:34:05

I am so grateful to have received the ongoing support, compassion and expertise of Dr [REDACTED] through a very difficult period of struggling with mental health. She has been so helpful every step of the way. I have reached a real turning point which I think believe will be life changing, and I don't know how or when I would have got here otherwise. Many, many thanks.

2023-08-30 08:45:27

Excellent caring practice as always from receptionist to doctors. Be patient they are working hard under difficult circumstances.

2023-08-30 09:29:59

The appointment was first class,very helpful.

2023-08-30 09:29:59

The appointment was first class,very helpful.

2023-08-30 09:59:25

All staff at the practice have always been so amazingly kind and helpful. It's a fantastic surgery.

[REDACTED]

[REDACTED]

[REDACTED]

2023-08-30 19:46:10

I appreciate the friendly reception and efficient service I normally receive at Rowcroft especially that provided by the nursing staff.

[REDACTED]

[REDACTED]

2023-08-31 12:40:42

Always happy with the treatment and service. The nurses are great and [REDACTED] diabetic advice is invaluable and the nurse who always calms me when taking blood. Saw Dr [REDACTED] this week. Got good advice on cholesterol and statins. Pleasant manner. A good addition to the practice. The reception staff are sways helpful despite being under extreme pressure at times. Very happy in your hands. Keep up the good work!

2023-08-31 13:42:41

All of the support staff, doctors & nurses are always extremely professional, friendly, thorough and helpful

2023-08-31 15:55:44

The nurse was kind and efficient and answered my few queries.

2023-08-31 17:07:37

Just wondered why I can't book a follow up appointment at the counter and have to ring next morning.

[REDACTED]
