

# NHS Friends and Family Test

March 2023

## Q: Comments:

Free text question. There were 196 responses:

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2023-03-01 09:13:46

Very clean practice, and easy to navigate as a first timer. My treatment nurse was so kind and informative I felt very comfortable.

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2023-03-01 09:33:27

Friendly and understanding

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2023-03-01 10:43:20

Good Doctors.

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2023-03-01 11:42:25

All good.

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2023-03-01 11:49:28

I have always been able to get appointments

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2023-03-01 11:57:38

So grateful for the care and consideration shown by all staff. An amazing service. Thank you

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2023-03-01 12:11:45

Extremely helpful and reassuring

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2023-03-01 12:14:57

Brilliant surgery

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2023-03-01 12:24:59

You can't get to see anyone in a reasonable time.

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2023-03-01 13:39:23

Very helpful receptionist with my prescription problem & the nurse was also very pleasant.

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2023-03-01 14:25:15

The experience was not what I was expecting. I was expecting my height as well as my weight to taken

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2023-03-01 15:11:26

Very professional

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2023-03-01 15:34:57

Very thorough.

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2023-03-01 16:42:17

Lovely staff at Rowcroft always come away with problem sorted.

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2023-03-01 17:58:01

Caring and explains things so I understand

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2023-03-02 09:03:40

I receive very professional treatment and a high standard of care at Rowcroft

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2023-03-02 09:07:14

I feel depending on who you get determines if you're going to be taken seriously or get the treatment you receive.

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2023-03-02 10:47:27

Professional but friendly felt at ease

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2023-03-02 12:08:43

My appointment was excellent. I was listened to, given good advice and medication was checked. I came away very happy and confident about going forward from my recent ill health. Thankyou.

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2023-03-02 12:09:09

When ringing it is a shame that the message received gives a warning that abuse will not be tolerated. I do not know of anybody who would need to abuse in this way, a sign of the times I suppose.

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2023-03-02 13:02:21

Appt was superseded by medical emergency, Managed by Glos Royal.

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2023-03-02 14:31:41

As usual an efficient friendly service, thank you.

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2023-03-02 15:23:08

Hello As ever , our feedback is always good. The staff overall are very hard working and do their utmost to oblige when responding to our requests. You will see from my records lately , that I have been rather a nuisance asking for appointments. However, you always do your best to fit me in and for that I am most grateful. We would have no problems recommending Rowcroft Surgery to anyone. The doctors themselves are brilliant , so thankyou , once again. Best Wishes [REDACTED]

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2023-03-02 17:14:43

Dr [REDACTED] listened to my concerns, I didn't feel rushed at all and said everything I wanted to. She then asked me some questions before giving her diagnosis and advice. I felt better just for talking things over with her!

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2023-03-02 17:29:21

The nurse was lovely. Calm, efficient and friendly

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2023-03-02 17:35:05

I am after high blood pressure, I need special (not general) blood test (onto parasit disease). I told about it but nothing was done. Besides my medicine is nearly end and I must wait for an appointment a month (I was close to heart attack). Long time to wait and all treatment's success depends on how soon you can help....Very light minded about patients health

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2023-03-02 18:08:29

Nurses always friendly.

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2023-03-02 19:51:23

Doctor great but receptionist was slow to realise that the appointment was requested by the doctor and not me and didn't want to make it with him.

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2023-03-02 20:39:06

I am most grateful that my concern was attended to quickly - all my questions answered, and both Doctor and Nurse were very kind during my treatment.

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2023-03-03 07:28:15

Friendly and very good doctors never had any problems

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2023-03-03 11:44:51

The consultation with the Doctor was first class, she explained everything in detail. Thank you

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2023-03-03 12:25:59

Great service, my father was down for routine blood test but a doctor saw him at short notice to check an infected toe which he prescribed and referred him for. Very efficient and very friendly and accommodating staff. Thank you

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2023-03-03 12:43:26

Friendly and efficient staff. Recently I've had a health issue that was dealt with very quickly. Overall satisfied with the service given within the current poor situation facing the delivery of care from the NHS.

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2023-03-03 13:32:23

Seen on time , delightful staff, well satisfied with visit.

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2023-03-03 13:48:51

I went for a b12 injection and they did bloods at the same, which meant I didn't have to go back for another appt the following week

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2023-03-03 14:20:19

Had trainee Phlebotomist who took blood & did a brilliant job as there's no bruising whatsoever. Often I'm left with bad bruising at site of blood extraction.

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2023-03-03 18:20:35

I have been really blessed to be a patient of Rowcroft Surgery for over 40 years. Would recommend with no hesitation....thankyou

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2023-03-04 10:19:25

I have been attended to with courtesy, kindness and professionalism.

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2023-03-04 10:46:50

Could die waiting for an appointment

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2023-03-04 14:53:33

Always fantastic service

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2023-03-04 15:30:26

Great Doctors and friendly helpful staff

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2023-03-04 16:25:21

Friendly, efficient and on time. Always made to feel welcome.


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2023-03-05 13:07:46

Friendly and efficient

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2023-03-06 13:46:17

Lovely nurse .always satisfied at my appointments Friendly receptionist 

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2023-03-07 09:01:10

Nurse was very professional and friendly

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2023-03-07 09:03:49

The wait time was 4 weeks and that is just a crazy amount of time to wait to be able to speak about mental health!

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2023-03-07 11:33:02

Friendly and relaxed atmosphere and staff.

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2023-03-07 15:38:42

Helpful friendly staff always go above and beyond

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2023-03-07 15:55:16

Everyone is friendly and helpful

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2023-03-07 17:49:51

Friendly and helpful service

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2023-03-07 18:53:49

Had to wait 5 weeks for the appointment then had to sit and wait for nearly an hour after my appointment time to actually see the Dr.

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2023-03-07 20:09:55

Visited the nurse., who was really helpful, friendly and caring.

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2023-03-07 20:57:19

Very friendly.. always helpful. Deliver a wonderful service. Receptionist so helpful. X

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2023-03-08 09:14:11

I have always found the Surgery Helpful when needed and the Doctor called me as arranged for our Discussion.

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2023-03-08 10:40:24

Very helpful and considerate both at reception and in the clinic. Thank you so much for your support.

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2023-03-08 10:57:11

Excellent, helpful friendly

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2023-03-08 12:28:06

Bloodiest was excellent but ear suringing very disappointing. I ended up re having it done privately.

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2023-03-08 12:41:54

The treatment is good with some of the doctors and staff, which makes it difficult to see those doctors

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2023-03-08 13:08:30

Dealt with compassionately by the nurse. Wheelchair access is quite steep for someone pushing up

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2023-03-08 14:19:01

The doctor was friendly and really listened to what I was telling him. I find Dr [REDACTED] very approachable which I appreciate very much. Also the person on reception was very friendly.

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2023-03-08 15:20:53

Excellent service ,would highly recommend

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2023-03-08 16:11:54

The nurse I had was brilliant and very professional and charming.

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2023-03-08 16:15:37

Dr [REDACTED] very informative and helpful

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2023-03-08 17:24:22

Although it is far too difficult to book an appointment anytime quickly, the service received once booked in

is usually very good!

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2023-03-08 17:43:07

Dr [REDACTED] has been my doctor for about a decade. She treats me with respect and dignity, always gives me the time I need to talk about what's going on, and really listens to what I have to say and what's important to me. I've never had another doctor come close to how well she provides care to me as a patient.

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2023-03-09 10:07:02

There was a 15 mins wait, to see doctor and nurse. When with doctor and nurse I was given their full attention, nothing was rushed. Both ladies were very pleasant indeed. Thank you both.

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2023-03-09 10:11:30

Always thorough and friendly

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2023-03-09 11:13:15

Always find staff kind and helpful.

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2023-03-09 12:11:13

Lovely nurse [REDACTED] help a lot

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2023-03-09 12:46:08

I have always found Rowcroft surgery to be most helpful & pleasant when I have visited, & staff try their very best to accommodate my husband & I with our needs Thank you.

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2023-03-09 13:56:59

Rowcroft is the best doctors, excellent and getting you an appointment when you really need one. The doctors I've seen as well have always made me feel like I'm being listened to and dealt with properly. Only one small thing one of the receptionist was quite cold and made me feel put off

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2023-03-09 15:07:51

The Dr's at rowcroft do not get to the bottom of problems specially if you have mental health issues aswell if I could cope with change I would be going elsewhere

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2023-03-09 15:40:00

Nurses always very helpful and friendly.

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2023-03-09 16:18:34

The young lady who took my blood was very good and professional

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2023-03-09 17:36:07

Long wait time for appointment a month as routine rather than urgent. Probably a reflection of national picture but is still frustrating.

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2023-03-09 19:54:52

My Doctor was thorough and kind and answered all my queries.

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2023-03-10 09:05:24

Happy with the surgery. . Always friendly response and help.

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2023-03-10 09:16:16

Blood tests done and a very competent worker. Friendly and helpful Nurse.

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2023-03-10 09:17:49

My first appointment was ship in ship out the doctor was vague and seemed uninterested in what I was trying to say.. Wish I had registered somewhere else

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2023-03-10 09:25:39

I will only see 3 care providers due to my mental health and receive great care from them. However two of my family members have either been told an untruth when trying to book an appointment and the other won't come in until extremely ill due to not being able to get a face to face appointment without waiting a month.

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2023-03-10 09:26:07

Efficient and friendly service

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2023-03-10 12:30:47

Really positive experience from reception to the nurse and the GP. Very happy

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2023-03-10 13:46:12

Attended with my 8week old daughter [REDACTED] Nurses were very kind and caring, explained process and displayed very good knowledge of the vaccinations and expected side effects. Appointment for next set of vaccines booked during the appointment. Surgery is clean but reception area could do with an upgrade as dark, unwelcoming and leaflets that are out of date. Reception staff friendly and welcoming. Parking not the best, parking spaces small especially when you have to get a car seat out.

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2023-03-10 18:46:23

Excellent service both by the reception staff and particularly the nurse. Well done!

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2023-03-11 10:22:41

The Doctor listened to what I had to say, and my concerns. I didn't feel rushed.

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2023-03-11 11:43:49

Very happy with my doctor's appointment. I got the care I needed.

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2023-03-11 15:38:04

Thanks to [REDACTED] who made the routine appointment as good as it could be.

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2023-03-11 16:13:29

I can happily confirm I have had excellent attention from receptionist,nurses and doctors always courteous ,helpful and caring . Downside is patience needed,and cannot make plans after the appointment as e.g my appt.at 3.30 meant waiting till 4.30 before I was seen .Perhaps I hit a bad day ,

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2023-03-12 08:54:01

My visit informed me well and gave me treatment. I could not really ask for more. I feel at ease with Dr W and able to talk.

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2023-03-12 12:57:13

Very helpful. efficient and pleasant. Thank you.

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2023-03-13 12:34:22

My GP was patient and attentive, I was listened to and was given the support and care I needed. Thank you [REDACTED]

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2023-03-13 21:28:52

Your friendly and courteous manner and personal professional service at all times.

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2023-03-14 09:36:25

I find [REDACTED] a very efficient, helpful and pleasant receptionist I have experienced.

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2023-03-14 09:49:48

Professional, polite, and prompt as always

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2023-03-14 11:34:20

Easy to use and helpful.

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2023-03-14 13:28:40

You are always helpful and informative and friendly.

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2023-03-14 14:59:41

Very good , prompt appointments and on time, in fact I went in early!

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2023-03-14 16:10:31

Rowcroft very friendly helpful Doctors.

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2023-03-14 16:58:29

All the staff are very friendly

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2023-03-14 16:58:29

I was seen promptly. The nurse was very helpful and friendly

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2023-03-14 17:16:37

Rowcroft has been my doctors since I was a child and they have always been very helpful and polite.

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2023-03-14 17:17:11

I would just like to thank Dr [REDACTED] for giving me so much time to chat. I really appreciated it.

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2023-03-14 20:08:58

Very pleased with sevice

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2023-03-15 09:12:06

Dr [REDACTED] is a great Dr. I trust her and appreciate her knowledge and skills. She is kind and interested.

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2023-03-15 10:25:04

Dr. Henke gave me the most comprehensive and thorough check-up I have ever had. She is a gem of a doctor and I cannot thank her enough. In fact, all the doctors at Rowcroft are excellent.

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2023-03-15 10:59:41

The nurses carrying out blood tests couldn't be kinder! Very considerate and reassuring for someone who is nervous of having blood taken.

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2023-03-15 12:27:10

We didn't have to wait long for an appointment and we had two pats on the same day but the earlier one was running late so they saw us for the 2nd apt first so we didn't have to wait too long while the 1st one was over running

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2023-03-15 12:28:33

The nurse [REDACTED] was extremely lovely, polite and spent time to talk,

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2023-03-15 12:29:37

Excellent consultation with Dr [REDACTED] Helpful and efficient receptionist.

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2023-03-15 14:45:31

Just because I don't believe the NHS pathway for my condition is adequate for many of us. Not because I don't think the doctor is not good at her job (she is).

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2023-03-15 14:45:31

Just because I don't believe the NHS pathway for my condition is adequate for many of us. Not because I don't think the doctor is not good at her job (she is).

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2023-03-15 15:52:25

Easy to get an appointment

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2023-03-16 08:51:34

Friendly and on time

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2023-03-16 09:20:53

The nurse in room 4 was excellent very patient with me trying to find a vein.

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2023-03-16 10:05:12

Once I got the appointment which i had to wait for several weeks, the care and treatment was excellent.

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2023-03-16 10:47:02

I feel that doctors try their best. Sometimes a long wait for an appointment, but when problem more urgent then same day or next day appointments given.

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2023-03-16 11:15:05

Only went for blood test but excellent service as always.

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2023-03-16 11:22:32

Rowcroft is quite honestly the best practice I've ever experienced. Reception staff are lovely and no appointment blockers. The doctors and nurses really do go above and beyond, taking time to genuinely listen to you.

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2023-03-16 11:58:57

Dr [REDACTED] was very helpful thorough and extremely pleasant as she always has been

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2023-03-16 13:18:46

The nurse was lovely and receptionist very helpful and friendly. Made a fairly unpleasant routine test as easy as it could be! Thanks :)

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2023-03-16 17:27:40

Dr [REDACTED] as always, was welcoming, kind, understanding, reassuring and very professional. I am so grateful to have him as my GP

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2023-03-16 20:35:20

Not enough support for Diabetics.

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2023-03-17 08:23:50

Always receive a very good service. Staff always give me time and explain things and answer any concerns I may have.

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2023-03-17 10:17:54

I am very satisfied with my treatment so far and hope it will resolve the problem

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2023-03-17 13:39:28

I rarely have cause to attend but both my adult daughter and husband receive excellent care at Rowcroft. I was asked to record my blood pressure on the machine in the waiting area. I chose not to and brought in a couple of readings from home. The machine in the waiting area does not look clean. I have never see anyone sanitise it. I consider it to be a health hazard. On the rare occasions I have seen a doctor I have always been very satisfied. The phlebotomist who saw me yesterday was excellent, very kind and very competent.

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2023-03-17 14:44:57

The 2 nurses that did my 3year old daughter's jabs were brilliant at putting us both at ease whilst being

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really quick and efficient. The positive experience she had will make her feel confident about any future injections and medical experiences.

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2023-03-17 17:24:10

Nurse [REDACTED] was extremely kind and helpful . I was seen on time and very satisfied with your practice I have received excellent care whenever I have needed it. Many thanks and to all of the NHS who have helped my family over my 78 years.

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2023-03-17 18:45:31

Excellent staff service from start to finish.

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2023-03-18 10:00:55

Nice staff, helpful, not a long wait for appointments

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2023-03-18 10:05:43

My phone drops out after 4 minutes at best so being in a que is made nearly impossible to get hold of you!!!

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2023-03-18 11:03:23

Before today I would have been extremely likely. I attended for a blood test, which was not an issue. On the way out I tried to make an appt to see doctor only to be told there were no appts and to call again Monday morning. I found this most distressing and if I can't get an appt on Monday not sure what to do?

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2023-03-18 11:37:58

Appointment on time. I was very anxious about my blood test but [REDACTED] was brilliant. Very patient and understanding.

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2023-03-18 16:36:11

Lovely lady, calm, friendly and efficient. Made me feel at ease immediately.

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2023-03-18 16:52:27

This was the second time I was asked to books blood test and on both occasions the doctor had not filled out forms the first time I had to rebook and make another trip to the surgery the second time the nurse did sort it but I was a little stressed as the doctor yet again had not prepared the form nurse was very efficient .

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2023-03-20 10:23:01

Prompt action on potentially serious medical issues; friendly, professional across the practice.

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2023-03-21 08:32:02

Excellent surgery, really lovely team

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2023-03-21 10:23:50

Always treated Fairly and kindly

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2023-03-21 13:52:32

I was supported very well and was able to see a doc same day for an ongoing problem. Receptionists were lovely.

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2023-03-21 16:41:40

Nice surgery good doctor

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2023-03-21 18:23:12

Visit for blood test nurses are very professional

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2023-03-21 19:30:03

I arrived early for my appointment, no hanging around and got called in straight away. Appointment with [REDACTED] who has recently trained to take bloods, she was very confident and professional.

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2023-03-21 22:40:02

Friendly, helpful staff. I saw Dr [REDACTED] today who was really compassionate and caring. Thank you!

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2023-03-22 10:35:48

I have been with the practice since it was at London road and would not want to go anywhere else.

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2023-03-22 11:18:55

It was very difficult to get an appointment

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2023-03-23 09:00:47

Doctors & staff are always so patient & helpful. My recent visit for annual bloods & blood pressure was no exception, the nurse was lovely. Great surgery, would highly recommend.

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2023-03-23 09:13:39

Well run practice

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2023-03-23 09:35:36

Very friendly and professional.

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2023-03-23 10:21:14

Personally I have been very happy with Rowcroft surgery. My recent appointments have been dealt with quickly and efficiently. Recent blood tests were done by lovely kind and helpful nurse [REDACTED] Thank you all.

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2023-03-23 11:53:37

From entering the door till you leave the treatment is excellent, nothing is too much trouble. As a patient I am cared for and I matter to them. Thank you.

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2023-03-23 12:12:56

Excellent thanks

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2023-03-23 15:33:31

Happily I don't have to visit you very often, but when I do, I'm always very impressed with the service you provide.

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2023-03-24 09:51:02

The receptionists were very nice and the doctor was nice

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2023-03-24 10:47:15

All was done efficiently, on time and in a friendly manner.

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2023-03-24 10:53:15

Excellent care received from Dr [REDACTED] He diagnosed my condition and made various recommendations to avoid similar recurrences.

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2023-03-24 11:56:13

Very good on time appointment

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2023-03-24 11:56:13

Very good on time appointment

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2023-03-24 11:58:59

A helpful consultation both medically and at a supportive personal level. Thank you.

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2023-03-24 13:13:19

Great service and well looked after.

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2023-03-24 13:40:51

Such friendly, caring and efficient service from the nurses

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2023-03-24 16:12:15

I needed an urgent face to face with a doctor. To get special medication I rang at 8 am, given an appointment. At 9.20am. Excellent service, Dr. [REDACTED] very helpful. Thank you.

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2023-03-24 16:44:23

The nurse was very kind and made me feel at ease

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2023-03-24 20:04:43

Great as ever

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2023-03-25 13:52:02

Very satisfied with all aspects of the surgery

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2023-03-25 15:21:26

Seen promptly. Nurse & receptionist pleasant and helpful

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2023-03-25 19:23:20

Friendly and helpful staff, just wish the answerphone message was shorter.

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2023-03-27 07:43:28

Very thorough

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2023-03-27 08:18:10

My mistake thought I had a phone not a visit but got sorted and very satisfied so thank you all

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2023-03-28 10:47:33

You always listen

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2023-03-28 16:45:41

Efficient way

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2023-03-28 19:31:01

The service is becoming farcical, with hardly any appointments possible, no email contact possible, and now restriction on phone contact. What happens is that issues build up without resolution to the point where I am 'told off' for bringing too many issues to one appointment. I feel unsafe, in that I can not get valid medical issues addressed and feel vulnerable as a result. It is all very well to use that old saw that you don't want people to get angry at you, but that will be inevitable until the practice, and indeed the whole NHS, is able to 'up its game'.

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2023-03-29 08:56:39

Very pleased and happy with the care I am getting at the moment

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2023-03-29 10:24:45

The appointment with the Dr. Was first class. She was very patient, and explained everything a full. It is a pleasure to have her on your team.

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2023-03-29 10:24:45

The appointment with the Dr. Was first class. She was very patient, and explained everything a full. It is a pleasure to have her on your team.

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2023-03-29 14:14:34

Wish we could get face to face easier

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2023-03-30 09:02:28

A good practice

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2023-03-30 09:43:58

I am very happy with my GP. But it is frustrating that I usually have to wait weeks, to get an appointment to see her. The Reception staff are generally helpful and friendly.

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2023-03-30 09:47:53

A one very good and helpful

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2023-03-30 13:14:14

Excellent + prompt service... attentive and professional staff.

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2023-03-30 14:16:51

Hel

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2023-03-30 15:19:03

It has been hard to get appointments but this week have had excellent service with 2 appointments for a very bad knee problem. Hoping if I need follow up it will be available next week with [REDACTED] Thanks for such prompt service this time.

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2023-03-30 16:15:49

Rowcroft are always really helpful and kind.

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2023-03-30 16:23:05

Appointment on time, Dr extremely helpful, knew exactly what I was trying to convey. Explained what would be happening. Went away feeling reassured. Further plans already implemented.

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2023-03-30 16:59:03

Always been treated well. All staff friendly [REDACTED] and polite.

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2023-03-30 19:25:48

The staff members were ver helpful and kind

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2023-03-31 08:18:27

Great practice

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2023-03-31 08:39:19

Swift service and very reassuring.

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2023-03-31 08:56:36

All good.

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2023-03-31 09:28:50

Came in for annual blood test which went very well, on time, very professional. Used opportunity to follow up enquiry with reception concerning previous request for vaccination history for travel purposes. Receptionist was very busy working on her screen and I felt I was inconveniencing her. My name was written down on a scrap of paper and I was told maybe I'd get a phone call in a week. I left with the impression I wouldn't get a call back and I would have to chase for my vacation records again.

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2023-03-31 10:25:04

Excellent in all respects.

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2023-03-31 10:25:04

Excellent in all respects.

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2023-03-31 10:30:41

A reminder of appointment was sent. Appointment was on time. Nurse was polite and the taking of blood efficient and painless.

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2023-03-31 10:37:05

Dr [REDACTED] is a lovely doctor who I have always found approachable and she has made me feel comfortable during all my treatments.

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2023-03-31 12:33:30

The lovely nurses make even routine jabs a pleasure can't thank them enough

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2023-03-31 13:06:15

Absolutely delighted with all the staff I have met at Rowcroft and the prompt and professional attention I have received. Everyone has been friendly, knowledgeable and caring. So much better than my previous two surgeries. Thank you!

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2023-03-31 13:28:23

Great service

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2023-03-31 17:38:12

Only issue is with time taken to get through and availability of appointments