

NHS Friends and Family Test

June 2023

Q: Comments:

Free text question. There were 175 responses:

2023-06-01 07:54:21

Only reason it was not the top score was you needed to stab my arm 3 times (so a bit mean as I am tricky for bloods). Lovely phlebotomist. Lower score would be given for wider experience which has not been great so far.

2023-06-01 08:22:04

Thank you for your quick care and empathy.

2023-06-01 08:51:56

I have found the staff to be friendly and helpful and willing to give whatever information is needed.

2023-06-01 09:22:48

██████████ was wonderful.

2023-06-01 09:44:50

I find Rowcroft to be a friendly and efficient where the staff are determined to do their best for patients. You're amazing, thanks very much.

2023-06-01 11:13:48

All went very well for me everyone was very friendly and helpful

2023-06-01 14:32:49

Friendly professional staff and quick appointments when needed, in person or by phone. Good follow-up.

2023-06-01 16:41:13

Good staff

2023-06-02 08:34:00

██████████ was so supportive and I felt that I was listened to

2023-06-02 10:23:45

██████████ was extremely swift and gentle with taking blood I literally did not feel the needle go in or out .Bravo ! However having made an appointment for my Husband William Douglas I tried ringing back to check it was for bloods and not a check up I waited for 12 mins and not answered I gave up the constant recording of 'your call is important to us an Agent (?) will be with you makes me think it was a call centre. Not impressed. Fiona Douglas

2023-06-02 12:06:01

Reception response to my need for a lost repeat prescription promptly. Thanks

2023-06-02 13:27:01

Incredibly kind, informative and understanding of a fairly unpleasant procedure. Thank you.

2023-06-02 14:26:24

Very informative and reassuring consultation with ██████████ answering all my questions really thoroughly in a very friendly and open manner.

2023-06-02 14:30:37

First class

2023-06-02 17:33:57

I felt rushed on the phone, when trying to choose a medication

2023-06-03 12:58:50

Very friendly and professional

2023-06-03 13:04:17

Polite, efficient and friendly service as ever, can't fault it.

2023-06-03 13:37:55

Everyone was so friendly and helpful

2023-06-03 13:53:35

Great service

2023-06-04 08:09:44

Friendly staff and usually not to long waiting for your appointment

2023-06-06 07:38:50

You are so much better than the Painswick Surgery.Very efficient.Thank you Dr [REDACTED]

2023-06-06 09:21:03

Appreciate consideration of reception & medical staff

2023-06-06 14:55:26

Very informative

2023-06-06 15:29:38

I find you all to be very helpful, and understanding , when need be, Thank you

2023-06-06 15:40:24

Doctor very caring

2023-06-06 19:40:51

Very understanding,caring positive appointment.

2023-06-07 07:37:37

Very happy with my appointment

2023-06-07 09:43:28

Excellent care with friendly member of staff.

2023-06-07 10:02:19

Efficient and welcoming

2023-06-07 10:05:56

Despite it not being a serious problem, I was reassured that I was not wasting Dr [REDACTED] time.
Empathetic and efficient.

2023-06-07 10:36:03

Excellent

2023-06-07 11:02:27

I had consultations with both the nurse [REDACTED] I am very satisfied with the treatment

received from them both. Very nice people to meet. .

2023-06-07 12:14:49

Great treatment and service

2023-06-07 13:02:11

Appointment was on time and the doctor really seemed interested in my case.

2023-06-07 13:35:36

Dr [REDACTED] was helpful and efficient.

2023-06-07 15:08:35

Wonderful nurse very kind and gentle

2023-06-07 17:04:03

Staff are always been polite and helpful. I have received very good care from the doctors.

2023-06-07 19:03:08

GP was over running by over 20 minutes and then told me she was unable to perform the basic procedure of removing stitches.

2023-06-07 19:50:08

I have had continuous help from Dr [REDACTED]

2023-06-07 21:50:05

I've been really poorly the last 5months I've been looked after by nurses and doctors at the A+E and doctors at rowcroft surgery feeling much better than I have along time so I would definitely recommend friends and family to you if they needed similar care or treatment

2023-06-08 07:47:13

The HCA [REDACTED] only wore 1 glove on her right hand while drawing my blood. This was a bit concerning. I would have liked her to wear them on both hands.

2023-06-08 08:01:46

Brilliant care as always .

2023-06-08 09:20:38

The best doctors in the Stroud area

2023-06-08 17:48:07

Always have good experience at Rowcroft.

2023-06-09 07:42:31

Fabulous relaxed nurse took bloods v easily I hadn't met her before but was very impressed.

2023-06-09 07:51:51

[REDACTED] was lovely. Out me at ease and explained everything clearly. Thank you

2023-06-09 08:48:46

This visit was exceptionally good and helpful. The centre is good but they are pressed for time and resources.

2023-06-09 09:21:13

Efficient and friendly

2023-06-09 09:54:38

The GB was very friendly.

2023-06-09 11:27:36

Absolutely brilliant . Very caring.with a smile

2023-06-09 12:04:12

The nurses are forever lovely not just with my boys, but with me too knowing how anxious I am and how much I struggle with needles, they continue to make me feel welcome and understood, chatting away to me and even giving me a sticker at the end of each appointment. They are all so lovely I , in a very strange way, actually get a bit sad when my 16 week jabs have been done and I now won't see them until my youngest is one

2023-06-09 12:34:40

I always find the

2023-06-09 12:44:25

I have never struggled to get an appointment. You always, answer the phone.

2023-06-09 14:53:32

Absolutely satisfied with everything

2023-06-10 08:50:03

In 16 years never had any issues at the practice.

2023-06-10 10:25:53

I made an appt for a f2f as had to have my HRT reviewed following a message I received ... having waiting almost 3 weeks I was informed by Dr [REDACTED] that it wasn't his specialist subject and couldn't help He made me an appt for a telephone call with Dr [REDACTED] in 2 weeks time I felt let down as my current dose is not working - it will be almost two months since my original communication and feel that it was a waste of mine and his time I would suggest better knowledge of your reception staff in making appts with appropriate doctors especially as questions were asked and my visit was specific

2023-06-10 13:34:22

They treated me so well

2023-06-10 13:53:44

I came in for an injection, punctual , the nurse was very efficient and friendly. I have no complaints

2023-06-10 13:54:03

The doctor was very helpful

2023-06-10 14:56:14

We have

2023-06-10 15:02:57

We have been patients with the same surgery for more than sixty years, and always been happy with the service, both doctors and nurses the receptionists. Thank you

2023-06-11 05:31:49

The service was very friendly and helpful for me.

2023-06-12 09:55:18

Very caring as always.

2023-06-13 09:57:51

Very friendly and proactive help whenever I visit with any concerns.

2023-06-13 10:02:49

I have been a patient of this practice all my life (71 years) and current service is as good as ever, apart from waiting times. However I realise those are due to wider problems of political failures.

2023-06-13 12:19:46

My nurse who took my blood yesterday went above and beyond to help me and provided a wonderful service, thank you.

2023-06-13 12:31:56

Very happy about my experience at the surgery much better than my last surgery 5 valleys glad I changed my surgery

2023-06-13 13:21:12

As always, the visit was well arranged, and the treatment apt.

2023-06-13 15:43:06

Always get great service and appointments are generally on time, I've always managed to find a parking space as well.

2023-06-13 16:30:31

My appointment was on time. The doctor was friendly and accommodating. The use of medical terms to discuss my miscarriage such as 'product' was jarring to the experience I was having but I think this is an oversight not actively being unkind.

2023-06-13 18:13:13

Lovely receptionist .waited 7 weeks for this appointment .waited an hour to see the dr .she was very thorough .

2023-06-14 08:10:09

██████████ who saw me, was great.

2023-06-14 08:53:22

Excellent care as always

2023-06-14 10:43:32

The lady who did my bloods was very friendly and I felt she was interested in me as a patient. She made me feel I was being seen and listened to.

2023-06-14 12:49:41

You make me feel like I'm going through customs - instantly guilty and as if I'm wasting time. I don't seek going to doctors at the best of times - so when I go things are generally necessary. A bit more empathy in consultations would go a long way.

2023-06-14 13:30:36

Appointment was on time

2023-06-14 14:10:58

Friendly and understanding staff, highly skilled and professional health professionals

2023-06-14 15:56:43

Everyone was very welcoming, from reception to treatment.

2023-06-14 17:11:37

Dr ██████████'s lovely and very helpful. Receptionist not so.

2023-06-15 08:01:58

The doctor was so helpful and listened to how I am feeling and provided me with help

2023-06-15 09:03:37

Dr [REDACTED] was very thorough and very caring towards me

2023-06-15 09:38:25

Friendly staff and I never have any problems getting an appointment

2023-06-15 12:04:46

My whole experience was very good, nursing staff very helpful and friendly.

2023-06-15 13:45:32

Excellent attentive staff, Thank you

2023-06-15 15:57:27

New Young nurse was brilliant on time and very good at taking blood

2023-06-15 16:55:33

I felt that confident tha Dr [REDACTED] was extremely competent.

2023-06-15 17:24:02

As a national health service I've never thought of recommending a practice to anyone

2023-06-15 17:25:24

Is this really the only question you have for this survey????

2023-06-16 09:12:40

Helpful appointment at very short notice and surgery management seems to be extremely efficient.

2023-06-16 09:51:27

Doctors very helpful, immediately dealt with my health problem.

2023-06-16 10:46:00

Friendly helpful staff

2023-06-16 11:00:16

An efficient and friendly service.

2023-06-16 11:26:45

Professional friendly staff across the practice

2023-06-17 11:03:18

I'm. Very very happy with. The staff and doctors. And. Nurses thank. You

2023-06-17 13:51:34

Didn't feel that there was much exploration of my symptoms and not entirely happy with the treatment outcome

2023-06-17 14:35:59

Reception have always been really helpful in giving me an appointment

2023-06-17 14:36:15

Receptionist very helpfull. Nurse very considerate and good at the job

2023-06-17 14:49:20

Not a big of going to the Doctors but they always put you at ease and are very professional.

2023-06-17 15:08:13

Always friendly

2023-06-17 15:58:21

Rowcroft provide a very efficient service, and considering the challenges most surgeries have providing early appointments Rowcroft do very well with limited waiting times.

2023-06-19 07:33:44

Very friendly and efficient. No wait at all.

2023-06-19 08:07:27

I was seen to very quickly the nurse explained everything very well and clearly I felt nothing when my bloods were taken very professional

2023-06-19 10:02:40

Was able to get a late appointment on the day I rang, very happy with advice and support from Dr [REDACTED]

2023-06-19 17:57:57

Very professional service , made me feel comfortable and at ease

2023-06-19 19:22:07

Very happy with the practice and how they are dealing with patients and treatment required

2023-06-20 09:46:57

On time, very professional. The nurse who took my blood was kind, caring and not a mark. Brilliant. Thank you

2023-06-20 11:54:31

I was made to feel at ease and comfortable.. offered good advice on how to go forward regarding some pain I was getting

2023-06-20 12:50:44

Always helpful friendly staff, appointment for blood test with phlebotomist was on time even before my actual appointment which was great , my family have been with the practice for many years with my parents and grandparents being practice patients aswell . Well done rowcroft surgery.

2023-06-20 17:37:41

Very grateful the Dr picked up something far more serious than what my appointment was intended for.

2023-06-20 17:50:00

To long to wait to see a doctor especially if you want to see your regular doctor.

2023-06-21 08:33:50

Very happy with the care I receive from Rowcroft in particular the amazing support given by [REDACTED] nurse, I like many others though would like to get doctor's appointments more easily like pre covid days, I appreciate it's all changed though and overall find Rowcroft very good . Thankyou Rowcroft especially [REDACTED]

2023-06-21 10:31:25

We had to wait 50 mins for my 3 year old's scheduled appt despite arriving in good time. With two small children in a waiting room with no toys etc this felt a bit unreasonable. The doctor was very helpful, respectful and friendly and put my children at ease.

2023-06-21 10:54:39

Never had a problem with this surgery staff always polite and friendly

2023-06-21 11:03:08

Always helpful, I appreciate the service is overwhelmed but the care provided is worth the wait for the appointment

2023-06-21 13:11:30

The team at Rowcroft are outstanding

2023-06-21 13:32:00

Arrogant and rude doctor

2023-06-21 13:32:12

Lovely friendly nurse who made me feel at ease

2023-06-21 14:10:28

The care is great, but now wait too long for an appointment. You used to be really quick. What has happened?

2023-06-21 16:00:50

Very Very friendly a big thank you for all their help

2023-06-21 16:22:06

██████████ nurse is always helpful and very knowledgeable. She is patient and always willing to answer any questions you have in regards to Diabetes.

2023-06-21 22:30:13

Excellent care. Phones answered promptly. Wait times relatively short. Appointments accessible. Follow up care attentive. A highly valued service and care by our family. Thank you!

2023-06-22 09:17:44

Dr ██████████ was efficient knowledgeable and friendly in answering all my questions. Very happy thank you

2023-06-22 10:12:02

The medical checkup was v speedy and efficient but v much a tick box exercise based on what info u needed. There was no time at all for anything else at all. In and out in ten mins. Conveyorbelt medicibe

2023-06-22 13:01:36

Professional excellence

2023-06-22 13:37:26

I always have positive help from doctors and nurses and front desk

2023-06-22 14:59:09

Everything went just as I expected, all on time & very quick

2023-06-22 18:11:31

Very helpful young nurse

2023-06-22 20:15:03

Lovely nurse, treatment much quicker and better than expected.

2023-06-23 07:08:34

Excellent attention

2023-06-23 08:52:49

Dr ██████████ is caring and conscientious

2023-06-23 12:40:04

Excellent prompt service when attending appointment but time taken to obtain appointment too long.

2023-06-23 15:22:32

Really helpful & friendly

2023-06-23 15:23:18

Everyone is wonderful, I cannot fault the amazing service I receive whenever I attend.

2023-06-24 07:46:23

Rowcroft seems to be much better than what I hear anecdotally and in the media about other GP surgeries. It sometimes takes a long while to get a phone call answered but we can book appointments into the future. I have routine blood tests every 8 weeks. Would be good to be able to book the next at the end of each appt.. but the system is not open for that far ahead... so I have to remember to phone to book in at the perfect moment for the next session. Also blocking the phone lines for others with more complicated requirements.

2023-06-24 08:38:10

Kind and efficient. Thank you.

2023-06-24 08:45:39

██████ is amazing, she spent so much of her time and her perseverance getting my blood pressure from extremely high to a more respectable level and I thank you x

2023-06-24 10:34:40

10 out of 10. I have been with this practice since 1969 and have never had any reason to complain. The present set up is every bit as good. Hard to see how you could improve on your service.

2023-06-24 10:51:13

I had a good experience at my last gp visit with a minimal wait. But appointments are hard to get under a month

2023-06-24 11:30:47

Lovely staff and good doctor

2023-06-24 14:52:39

Very caring

2023-06-24 20:27:29

Always consistent care and support from the phlebotomist. Thank you.

2023-06-25 10:55:50

The healthcare professional who took my bloods, did not wash her hands before or after. Her phlebotomy technique was poor, she put the needle in at an angle of 45 degrees, she also shook the needle and bottle from side to side whilst in my vein. I accept bruising can occur following phlebotomy, however I have a large prominent vein and have been left with significant bruising and a large swelling/lump at the needle entry site.

2023-06-25 15:36:37

The car park, steps etc need tidying up. The building is in desperate need of repainting. Graffiti needs removing.

2023-06-26 09:23:58

Saw a fantastic GP last week who was kind sympathetic and incredibly helpful.

2023-06-26 10:58:19

The attitude of receptionist and a couple of the doctors is unbelievably bad. Treat you like you are vermin.

2023-06-26 19:44:17

Superb as ever! Doctor always available and great staff. Coop Cainscross an ideal pharmacy too...

2023-06-27 08:53:32

I have always been treated with respect & in a very friendly manner. I recently came on 26th June for a blood test. You sent me another appointment for the following day which was incorrect. I cancelled this on line.

2023-06-27 11:37:56

Sometimes along wait on the phone. This time was quick and appointment soon after which was on time and dealt with nicely.

2023-06-27 13:31:43

Friendly service

2023-06-27 15:03:11

Helpful and friendly service

2023-06-27 17:14:45

Obviously I wish there was quicker access to doctors but under the circumstances I feel that the staff deal with a difficult situation very well and are very helpful. I am pleased to be at this surgery.

2023-06-27 17:47:08

Although my appointments were running late , I was apologised to and looked after well

2023-06-27 22:34:59

I am sure that most go surgery are experiencing the same delays with getting appointments especially with a specific doctor

2023-06-28 09:21:59

The Doctor understood my problems and listened with a very good response.

2023-06-28 10:10:58

Always polite and accommodating

2023-06-28 13:06:01

Routine check turned out that I needed further investigation and I felt very cared for

2023-06-28 14:43:26

We find it hard to see someone already!

2023-06-28 16:17:52

Always been happy with my treatment at rowcroft.

2023-06-28 18:32:21

Waiting times for appointments are really long and not the excellent service before Covid. The Receptionists in person are lovely not always so helpful when on the end of the phone. Young Lady who took my bloods was very fast and professional, I am not the easiest to extract blood from and the last doctor I saw was excellent ensuring my extensive list was completed including additional referral to a hospital service.

2023-06-28 19:21:18

Friendly and professional. Thank you

2023-06-29 07:48:23

Very caring

2023-06-29 08:07:05

Overall good practice, but waiting time to see your own GP too long! I had to wait 5 weeks to see Dr [REDACTED] for a non urgent face to face. I am now again on a long waiting list for the removal of a small growth. Happy with my Dr. Though. I was surprised to find last Wednesday that one toilet was out of order (no sign on it) in the other wc the toilet seat was broken! The steps and entrance to the surgery look in need of a good tidy up and cleaning and repainting of the yellow stripes

2023-06-29 08:17:24

I was booked in promptly by a friendly receptionist, I was seen on time and the nurse was kind and knowledgeable. I couldn't ask for more!

2023-06-29 08:52:40

All the staff I have had dealings with are quietly efficient and approachable

2023-06-29 10:09:42

I have always had positive and friendly experiences with my various appointments at Rowcroft.

2023-06-29 10:27:53

Efficient

2023-06-29 10:40:41

Always professional and friendly Doctors,Nurses and reception staff.

2023-06-29 11:00:23

Great location. Plenty of parking and really welcoming atmosphere

2023-06-29 11:15:32

I had the loveliest nurse. So kind, helpful and knowledgeable. Thank you

2023-06-29 14:44:27

The treatment I was given could not be faulted

2023-06-29 20:48:00

I don't have any friends or family.

2023-06-30 09:47:51

I have found staff to be responsive and kind, really giving the sense of their commitment to helping you.

2023-06-30 13:42:43

The girl in reception was either inexperienced or simply inept

2023-06-30 14:20:25

Kind & Caring excellent

2023-06-30 16:03:34

Lovely nurse, great helpful staff, prompt to be seen at appointment time
