

# NHS Friends and Family Test

July 2023

## Q: Comments:

Free text question. There were 178 responses:

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2023-07-01 08:50:16

Very helpful. Informative and friendly.

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2023-07-01 09:01:37

An excellent service as always. I was seen within a few minutes of registering my arrival. The nurse was very friendly and explained everything she was doing to reassure me. She carried out her work with minimal discomfort to me. Well done and thank you.

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2023-07-01 09:31:55

I mostly have a very satisfactory experience at Rowcroft. But I leave others to make their own choices.

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2023-07-01 09:55:05

I would like to wait before I commit on the appointment till I get the results

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2023-07-01 18:31:50

██████████ has excellent interpersonal skills and clearly knows her stuff. I feel in safe hands.

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2023-07-02 06:49:32

Long wait for appt (3 weeks) and long wait in waiting room (50 mins) but ██████████ never rushes me and listens. Can't recommend her highly enough. Reception staff always helpful & pleasant.

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2023-07-02 11:25:31

Helpful and efficient reception staff. Usually get appointments in good time.

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2023-07-02 16:00:31

I'm very pleased with the care I receive from Rowcroft medical centre. I feel I get good support.

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2023-07-03 11:10:30

Extremely good appointment, early and the nurse was most helpful and efficient. Very impressed.

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2023-07-04 08:07:23

Receptionist was very helpful and able to deal effectively with my queries about my medication and health, liaising with medical staff on my behalf and communicating clearly with me. Very helpful.

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2023-07-04 08:54:03

Very helpful receptionists

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2023-07-04 09:43:17

Doctor ██████████ is the best doctor that I have had in 69 years !! Very understanding and caring and I always leave feeling more positive about the future!

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2023-07-04 09:50:53

I come in regularly for routine blood tests and ██████████ is so friendly and professional. It is always over and done with quickly and painlessly. The staff and all the doctors and nurses throughout the practice, are just brilliant!

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2023-07-04 10:15:12

Very easy to do and always in favour of anything preventative.

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2023-07-04 10:35:08

Apart from a long wait very friendly helpful doctor would certainly reccommnd he

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2023-07-04 12:25:45

I think the machine which you can check your arrival needs to be repaired as it hasn't recognized me a several times..so my last one was cancelled.. but the receptionist kindly rebooked my appointment.

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2023-07-04 13:03:02

Your service and support are superb. Thank you for all you do. We are very fortunate to have you. Peter

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2023-07-05 07:25:52

Excellent service from the doctor that I saw. Would highly recommend.

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2023-07-05 12:08:46

Friendly approachable staff on phones abd face to face

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2023-07-05 13:52:28

Sadly a long wait to get an appointment, but on the day I was seen promptly and efficiently.

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2023-07-05 17:28:57

My doctor is trying different medication to help with a health condition I have had for a long time.

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2023-07-05 17:58:12

Reception staff always polite and helpful. The wait before seeing the nurse and doctor was fine considering the reason for the appointments. Nurse was friendly and efficient, doctor very reassuring and explained test results clearly. She dealt with my questions without any condesention and I would not hesitate to see her again.

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2023-07-06 08:52:58

██████████ is a fantastic listener she made me feel as if I was a person and not a statistic.

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2023-07-06 09:46:22

Staff kind and considerate took time to explain things was efficient carrying out blood procedure

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2023-07-06 10:03:25

Dr and staff were very helpful and supportive

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2023-07-06 10:33:44

Reduced waiting times with a professional and efficient consultation with Dr. Reception staff very helpful and went above and beyond to direct me to a Dr to treat my issue.

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2023-07-06 10:55:24

Dr great and very helpful reception staff plesent

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2023-07-06 11:23:00

My last visit with ██████████ (Nurse) was pleasantly unexpected! She has a very kind and gentle manner, I found myself talking about issues I would never normally discuss, such as men's mental health. I felt better after my visit.

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2023-07-06 15:55:15

I came in for a blood test and no sooner had I signed in I was called in. Super efficient that appointment. Thank you

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2023-07-06 16:44:28

You keep in touch to invite me for vaccinations, checks etc.

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2023-07-07 08:56:14

The consultation was very thorough I could understand the cause of my problem and likely follow up treatment.

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2023-07-07 09:02:58

I'm glad this feedback request arrived; by coincidence I was about to look for your website, as I wanted to offer a reflection on my recent appointment. Your Phlebotomist, [REDACTED] was excellent - clearly caring by/in nature, friendly, engaging, genuine, and balancing this perfectly with her professionalism. [REDACTED] was enthusiastic, and even attended to two unrelated medical matters for me, saving time not just for me, but also for the Practice. Please excuse me if I sound overly effusive, but I think it's important to recognise people's impact; in one short appointment, [REDACTED] demonstrated all that is good about the NHS, and is a real asset to your Team. If there's anything the Practice can provide/access to support [REDACTED] in developing/furthering her career (Nursing Apprenticeships/ secondments/ etc), as a Nurse of 30 years myself, I'm delighted to report, I can't imagine a better candidate. Please do make my comments public; if you'd like a redacted version for a website testimonial or some such, please let me know. Many thanks, and kindest regards, [REDACTED]

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2023-07-07 11:45:13

The nurse was very friendly and explained what was happening

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2023-07-07 13:04:38

Just felt a bit rushed but I appreciate lots of people to see.

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2023-07-07 18:23:27

No problems at rowcroft as always

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2023-07-07 19:05:35

Very good

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2023-07-08 09:21:16

Nurse was very helpful with my problem

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2023-07-08 09:30:49

The member of staff were friendly and thoughtful

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2023-07-08 09:52:36

I had to call in recently for a blood test and a follow on appointment 20 mins later. Both appointments were spot on time and with caring staff. Very pleased.

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2023-07-08 16:30:54

Went in on time and had a very nice nurse take the blood sample

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2023-07-09 11:44:17

Always helpful & efficient service.

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2023-07-09 14:18:36

Nurse was friendly and professional

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2023-07-09 16:20:21

Didn't have long to wait for my appt and felt very 'looked after'

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2023-07-10 11:01:22

Very helpful and professional Doctors, Nurses and reception staff.

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2023-07-10 13:15:59

Always helpful and professional

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2023-07-11 07:39:30

Feel well cared for

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2023-07-11 10:55:27

I find Dr [REDACTED] and the team running Reception very helpful. As someone with a long and complex medical history, I do appreciate them helping me with issues as they arise and always greeting me with a smile

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2023-07-11 11:07:18

Excellent service

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2023-07-11 12:23:57

VERY GOOD EXPERIENCE EXCELLENT SERVICE FAR SUPERIOR TO MY EXPERIENCE OF THE 5 VALLEYS

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2023-07-11 14:29:33

Bit of a wait otherwise all excellent and efficient

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2023-07-11 14:34:55

Friendly and efficient as always.

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2023-07-12 08:50:48

Always nice people. Very helpful

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2023-07-12 09:05:13

The nurse was very capable and confident in what she was doing

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2023-07-12 10:56:36

[REDACTED] was very helpful and informative. Excellent.

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2023-07-12 13:11:46

Easy check appointment was on time doctor was very helpful explaining everything I asked or needed to know pleasant experience all round

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2023-07-12 13:44:22

Reception staff are always happy, friendly and helpful. Arranged appointment quickly, GP had time to listen and explain.

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2023-07-12 13:46:33

I saw Dr [REDACTED] about 3 conditions I was worried about. He was so easy to talk to, I felt very comfortable with him. He explained everything well. I felt elated when I left as I didn't have to worry any more. He was very good.

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2023-07-12 14:45:02

Very good service all round. Very helpful GP.

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2023-07-12 18:04:50

Some of the female doctors will listen to your concerns

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2023-07-12 19:25:05

Only problem I see with the surgery is the time scale you have to wait to see a Dr for any " non emergency " appointment..

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2023-07-13 10:27:29

I don't really know any of the doctors

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2023-07-13 10:51:24

Im a nervous patient anyway but Dr [REDACTED] was lovely and very understanding

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2023-07-13 12:48:55

On time, staff very helpful

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2023-07-13 14:33:48

Very efficient service

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2023-07-13 14:55:33

Very helpful receptionists and the doctor was very reassuring.

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2023-07-13 15:10:55

My consultation with Dr [REDACTED] was very good - she was understanding, listened to what I had to say and provided helpful advice

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2023-07-13 15:34:46

We always receive excellent treatment at Rowcroft Medical Centre

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2023-07-13 15:51:29

Please remove me from your calling list

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2023-07-13 18:39:43

In and out with in 5 mins. Very efficient

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2023-07-13 21:31:55

Made to feel at ease, Process and procedure explained with clarity.

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2023-07-13 21:34:15

I have been with the practice for years and have always been very happy with the kind, caring and professional service I and my family have received from the Reception team, Nurses and Doctors. Thank you for all the hard work you all do.

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2023-07-14 08:31:22

Quick, efficient, very friendly.

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2023-07-14 08:36:34

Dr [REDACTED] is genuinely the nicest man I've met. He is all that epitomises what a GP should be. Kind, caring, knowledgeable, empathetic and makes you feel like he has all the time in the world.

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2023-07-14 08:51:10

Dr [REDACTED] was very sympathetic to my symptoms and gave me time to talk my issues through

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2023-07-14 09:07:35

Very informative

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2023-07-14 10:05:55

Nurse was extremely efficient

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2023-07-14 10:34:52

The staff are professional and friendly. Even though the NHS is under staffed and underfunded Rowcroft always manage to get me an appointment if needed.

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2023-07-14 11:19:37

Brilliant service

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2023-07-14 12:41:12

Dr was friendly and efficiently helpful. Receptionist was distracted by phone. Suggest you have phone answered at back and front desk clear for personal interaction

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2023-07-14 12:52:28

Was seen by a lovely phlebotomist who made me feel relaxed and comfortable.

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2023-07-14 14:08:04

Quick appointment and a competent doctor

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2023-07-14 14:54:04

Brilliant Dr [REDACTED] as usual. Is so professional with humour. Only problem her appointments are like gold dust.

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2023-07-14 17:02:53

Very pleased with this practice

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2023-07-14 17:58:12

Dr [REDACTED] was thorough, kind and reassuring. I felt listened to. She managed to be both carer and educator

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2023-07-14 19:20:43

I am pretty generally happy with the rowcroft practice, The bit that has made me hesitate is after a blood test I'm to receive a follow up 5 weeks later by tel call ? Why

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2023-07-15 07:50:02

I am always able to get an appointment if I need to see someone. And the advice/treatment is excellent.

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2023-07-15 08:45:27

Brilliant surgery especially Dr [REDACTED]

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2023-07-15 08:46:52

Brilliant service

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2023-07-15 10:29:41

Pleased that the machine recognized me this time.

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2023-07-15 11:57:21

It's better to explain from the start and then I find the receptionists most helpful

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2023-07-15 13:20:38

Great nurse!!

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2023-07-15 13:27:24

On time and quickly seen

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2023-07-15 13:30:01

Always friendly and patient.

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2023-07-15 14:05:44

Prompt, efficient and friendly. Couldn't ask for more.

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2023-07-15 14:19:45

Dr [REDACTED] was brilliant, I've seen many doctors over the years and he is by far the best I've seen and listened to what I had to say and did his best to try and help me with an ongoing chronic illness. The receptionist was very friendly and helpful and the surgery had a relaxed feel about it and was kept clean and tidy. I would highly recommend the surgery Thank you, Matt

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2023-07-15 14:38:01

The nurse and lady on reception were very helpful

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2023-07-15 19:50:55

Staff friendly and helpful marred only by long waits for appointments

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2023-07-16 09:09:36

When I called for an appointment, I was given appointment same day as it became clear my medication had been unsuccessful. Thank you

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2023-07-18 09:05:50

This appointment was on time.

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2023-07-18 09:48:36

All staff very helpful

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2023-07-18 12:08:13

I met [REDACTED] for the first time and found her very kind and thorough, whilst understanding the impact my physical & mental health has on me.

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2023-07-18 12:20:12

Very friendly practice, always very polite on the Phone and will try and get you an appointment as soon as they can

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2023-07-18 12:45:58

Waiting 50 mins for my appointment and there was still 7 people in front of me

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2023-07-18 13:03:27

Receptionist very helpful and the nurse was very good and caring.

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2023-07-18 13:16:55

Phlebotomy nurses are always bright breezy and friendly

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2023-07-18 13:31:23

Very fast & efficient

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2023-07-18 15:07:30

Friendly, helpful staff despite pressure from all wuarters

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2023-07-19 09:22:32

Helpful nurses as ever.

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2023-07-19 10:04:35

Quick easy health check , met my needs fully .

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2023-07-19 11:37:22

Very hrlpful ( nurse) And receptionist good today

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2023-07-19 11:51:27

Staff friendly and helpful. Spoilt by long waits to get an appointment

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2023-07-19 16:20:22

Brilliant always polite

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2023-07-19 19:37:03

Excellent appointment with Dr [REDACTED]

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2023-07-20 07:17:42

Friendly, informative and courteous front of house and medical staff.

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2023-07-20 08:30:06

Very happy with care thank you

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2023-07-20 08:44:35

Quick and welcoming service.

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2023-07-20 09:11:27

Always pleasant and welcoming

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2023-07-20 09:23:18

For GP to all my worries, and I found her very kind and patient. I am very pleased with my recent visit to the surgery.

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2023-07-20 10:06:54

My appointment was on time and easy to talk to the nurse during my visit.

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2023-07-20 10:48:04

Arrived before my appointment time and was called in on time. Friendly welcome and professional and considerate treatment throughout despite my fear of needles.

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2023-07-20 10:50:11

I have the highest regard for the diabetes nurses who check me routinely. They are friendly, efficient and wise.

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2023-07-20 11:34:31

A one brilliant ability big thank you all

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2023-07-20 16:11:47

Fast efficient and pain free bloods taken

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2023-07-20 17:26:58

Very professional and always kind and considerate

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2023-07-21 08:05:36

Friendly efficient staff and good communication from the surgery.

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2023-07-21 08:20:01

Excellent service, I was seen on time and processed very efficiently. Great job thank you

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2023-07-21 10:10:36

My appt was conducted in a friendly, professional manner. I felt completely @ ease.

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2023-07-21 10:52:18

Everyone has been kind and caring. We have always felt well looked after by doctors, nurses, and receptionists. We are most grateful to all

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2023-07-21 12:01:09



Have always had a lovely experience with staff at Rowcroft

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2023-07-21 12:37:26

Would be nice to see Doctors without waiting to long

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2023-07-21 14:36:36

I see [REDACTED] and she makes me feel so much better every visit and always makes me feel comfortable, the receptionist are always lovely and understanding of how urgent things with my diabetes can be

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2023-07-21 17:17:45

Appointment on time , nurse very friendly ,

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2023-07-25 13:03:17

Quick and efficient

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2023-07-25 13:24:46

The doctor eau great as far as things would allow him . Cutbacks I'm sure are to blame for doctors and treatments to be limited or struck out that would enable us to live a healthier preventative rather than cure culture. Lot to be learnt from the ways things are done in France where you can just walk in no appointments get your prescription or aids straight away from a well stick with everything chemist . Was wanting a diagnosis as Dane as I'm having this problem god over thirty years feared apart from a last resort specialist appt that the good doctor offered me he seemed I would get no further with that too seems they in now things we g do not . But the doctor went wag and beyond in his time empathy and listening god which I am very grateful to him . I'm sure he wished he could have helped more .

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2023-07-25 13:45:41

All the staff at Rowcroft are always very friendly and helpful. The lady that took my bloods yesterday was so kind, explaining as she went and double checking I was OK before leaving.

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2023-07-25 19:15:41

I saw 2 lovely nurses today!

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2023-07-26 09:15:09

Wonderful practice. Very clean and organised surgery. Very friendly, professional and efficient staff.

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2023-07-26 10:45:11

Brilliant drs Dr [REDACTED]s very thorough and easy to talk to

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2023-07-26 11:08:18

Excellent service, very considerate Nurse giving useful advice...I was allowed time to describe my problems, thankyou!

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2023-07-26 11:56:52

The doctors are brilliant and give great service one of the best practices I have registered with

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2023-07-26 13:55:43

I waited 40 mins past my appointment time to be told I could only discuss my pain relief and not discuss my low mental health

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2023-07-26 14:49:36

Good prompt service,doctor top class.

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2023-07-26 15:10:59

Efficient and friendly staff as always

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2023-07-26 18:15:50

All great: appointment made without undue delay; blood tests taken efficiently and painlessly; staff pleasant and helpful.

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2023-07-26 19:28:11

I have always been very impressed with Rowcroft and their team. The waiting times for appointments are relatively short compared to other as surgery's and I always feel listened to.

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2023-07-27 07:34:52

The nurse was efficient and supportive very friendly - I was particularly impressed with the way the receptionist dealt with a fairly awkward patient in the queue before me.

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2023-07-27 09:21:06

Excellent service and polite nurses

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2023-07-27 10:27:17

I have a very positive experience and gratitude for the warm friendly attitude from all the staff Thank you [REDACTED]

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2023-07-27 10:43:13

Really lovely nurses in the practice.

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2023-07-27 11:07:30

Difficult to get an appointment but worth the wait very efficient and helpful

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2023-07-27 12:00:11

My friends and family sadly do not live within your catchment area. But if they did we would give all of you a five star rating.

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2023-07-27 12:20:04

No waiting in and out as quick as a flash

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2023-07-27 13:41:01

The HCA who gave my vaccination was very professional and personable. Helpful and polite reception staff.

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2023-07-27 14:59:34

Dr [REDACTED]s very good and understanding.

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2023-07-27 15:23:28

I have continued to use Rowcroft.my.uk. For great number of years. And always had good service, although I have seemed to be changing Doctors on a regular basis the ones I have seen, has always been efficient, luckily my problems have always been slight. However it would be nice to maintain the same person,

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2023-07-27 16:16:47

There was quite a long wait for the procefure

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2023-07-27 16:22:25

I would like to say how lovely you all have been "every one in our family found your so very helpful .since all other drs surgeries do not offer the care they should so we lucky to have such good drs and all the rest of you all thankyou

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2023-07-27 19:00:18

Very efficient, as always.

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2023-07-28 09:00:08

Friendly nurses

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2023-07-28 09:00:08

Friendly nurses

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2023-07-28 14:24:27

Very friendly nurse

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2023-07-28 15:03:48

All staff are always professional, helpful and really do care and make my 92 year old mother feel at ease and happy to visit the surgery even if it is a struggle at times. Having said that home visits are always offered too. The only word to describe the whole experience is exceptional.

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2023-07-29 07:13:56

Medical staff & support staff are always so supportive. Thanks

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2023-07-29 09:01:31

Dr [REDACTED] was very thorough I left the appointment feeling a bit more optimistic about possibly not having a life filled with chronic pain. Ladies at reception were lovely and helpful as they normally are. Thank you Rowcroft

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2023-07-29 09:29:36

The Doctor who assessed my condition was truly excellent, she had a lovely soft, caring manner and listened attentively to my concerns. She gave a thorough examination organised onward referral and follow up. I am very grateful for her input and wish her well in her new appointment at the surgery.

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2023-07-29 10:34:08

First class service

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2023-07-29 10:34:08

First class service

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2023-07-29 12:41:07

Very calm and very hrlpful

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2023-07-29 13:35:02

Went in on time ,Dr very caring.

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2023-07-29 14:12:30

I was very pleased with the way I was treated excellent

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2023-07-29 14:32:53

My doctor was fantastic, she made me feel very at ease and she was very helpful and considerate

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2023-07-29 15:05:24

Thanks to everyone at Rowcroft

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2023-07-29 16:05:19

My appointment yesterday was again very good. Doctor was patient and listened well and also was very informative and gave good explanations. I felt I had been looked after

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2023-07-29 16:21:15

Very informative

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2023-07-29 21:31:01

Good time keeping. Very respectful Doctor and was listened to well.

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2023-07-30 00:36:12

██████████s excellent. Very good interpersonal skills

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2023-07-31 10:11:03

Very kind and helpful, best surgery around stroud. Always happy to help

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2023-07-31 21:10:59

Doctor caring and spent time listening and advising - very helpful. Receptionist not so much! Shame as it lets the surgery down.