October 2021 – Patient feedback

- Even though you had one doctor down you still fit me in and dealt with me very efficiently.
- From ringing reception to seeing the Dr was flawless fast and with a smile.
- Polite staff
- Receptionist apologised as appointments were running late and nurse was lovely
- The receptionist was polite and helpful and the appointment was on time. The nurse was friendly and was efficient in doing the blood sample, blood pressue, taking my weight etc and also updating me
- I would like to thank Rachel Webb for going above and beyond with my routine visit and treatment
- Professional and understanding as always
- Excellent care and attention
- Fast efficient and friendly You can always get through & the people are very kind
- Excellent service as usual. Never felt rushed and always listened to
- Because the receptionist are very helpful, and all the Doctors are very supportive and brilliant.
- I had to wait quite a while for my jab
- Because I rang at 12.21 today and managed to get an appointment with the nurse for 16.10. Really impressed and then the nurse gave me advice and was able to book me a face to face appointment with the doctor on Friday afternoon.
- Yes. Because whom I have seen at Rosegrove surgery Doctor or nurse have been very good with me. And they listen to what I say to them.
- Friendly, helpful staff, brought my appointment forward due to cancellation, efficient and reassuring staff/conversation
- Appointment booked online. 10 minute time slot advised and Doctor called on time. All issues discussed thoroughly.



- As always even when the staff are being abused by other patients, they are still caring, well mannered and professional. Any questions I had was answered honestly and everything was clean.
- Doctor listened to my opinion
- There are very good at their work and keeping me updated with any other questions I need to know
- I have been registered at your surgery since over 6 years. Doctors and all the staff have given their 100% care each time I was in need. I have been never let down by the GP. Even during the peak pandemic time I was looked after through appointments and other necessary pathological investigations. The doctors and staff put me first and kept themselves at risk during the lockdown period by giving me the appointments. Overall, everybody working at the surgery are warm, kind and caring. I can see the patient first attitude in the GP practice. I am grateful for their selfless service and care towards their patients.
- Have always received good service
- Yes, reception staff polite and efficient. I didn't have to wait long for the call back and when the GP did, she was very understanding of my situation thank you
- Ali is excellent as are doctors and staff. Nothing is too much for them. Perfect 10 out of 10
- Very friendly and professional service
- Very friendly happy atmosphere and communicated very well.
- My first visit even though I was a bit nervous I got a warm welcome and I soon felt at ease
- Rang 8 am sorted by lunchtime
- Got a call back within 1.5 hours and was referred straight to the hospital
- Always brilliant
- Very helpful and polite reception and nursing staff based on today's visit
- Friendly team, seen on time, no hassle
- Because I think that under pressure, they do give a good service!
- No waiting and nobody else around so Covid safe
- Because I find the staff and the nurse who had this morning was welcoming and efficient