

## March 2022 – Patient feedback

- Because Dr Hendon listens
- Because the doctors and reception staff are really nice and always friendly and helpful, having the app makes it easier to make appointment. No issues with this surgery.
- very friendly staff Appt on time.
- Am having test to see what the problem is. I have to mention getting through on the phone is very poor.
- Theresa was amazing as always but my appointment was 40 mins late.
- I have to have weekly blood tests and they go above and beyond to make sure i can have an appointment.
- No waiting for appointment.
- Health assistant was very good this morning, phone staff very helpful and pleasant, and doctors really good.
- I called, after a short wait spoke with receptionist, arranged an appointment, DR called back approx 2hrs later, then I arranged a Nurses appointment which was arranged for the day following which I have been to today and have a follow up planned.
- The interaction with staff was very good. They were helpful and courteous. I did not a 1, due to a significant length of time getting through to speak to someone which is entirely understandable but obviously not ideal.
- Explained the procedure in depth and also very friendly.
- Very helpful and listened.
- Dealt with promptly and efficiently.
- Polite and friendly.
- Dealt with quickly with telephone appointment and actioned.
- Friendly efficient staff and seen promptly.



- Because the service was pleasant and helpful.
- Doctor Adams was lovely and very kind and put me at ease and the receptionist was lovely too I'm so glad I changed to Rosegrove surgery.
- Prompt, efficient service.
- Very well looked after by Dr Hebden.
- There was no wait time and the staff were helpful and pleasant.
- Phone answered promptly, appointment arranged quickly although out of the ordinary. Excellent doctor.
- Friendly receptionist and lovely practice support worker.
- My doctor rang to make I was alright after registered covid positive that was very appreciated.
- Rang up at 8 and was 4th in the queue so that wasn't too bad. The lady that answered was very helpful and the doctor rang me at about 10,15 gave me a phone consultation and had some antibiotics to pick up from the chemist within a few hours. I have covid and a chest infection and was dealt with quickly.
- Telephone call back & dealt with efficiently.
- Usually able to get a call back the same day. Prompt return to discuss issues and relevant advice/referrals given if needed. Doctor Adams listens well and is empathetic to issues.
- A very efficient practice. Sometimes you have a long time waiting to get through to the reception.