

NHS Friends and Family Test

December 2023

Q: Comments:

Free text question. There were 92 responses:

2023-12-01 08:17:01

Brilliant, all so friendly and professional

2023-12-01 10:51:05

Seemed to be some confusion when I arrived, Dr. Thought it should have been a call but had an automated sms appointment

2023-12-01 11:42:19

Since moving to your surgery I am most impressed with your kindness and care.

2023-12-01 15:20:45

Always very friendly and efficient

2023-12-02 07:42:55

Had a B12 injection and Olivia was very friendly and professional. Absolutely no problems whatsoever. Job done... Thank you.

2023-12-02 16:30:27

Responsive ,caring approach by Staff at reception and by GP.

2023-12-03 09:31:45

Always treated with care and respect by all the NHS staff

2023-12-03 11:21:28

Very efficient and helpful! Thank you to all!

2023-12-05 09:55:19

I thought that the service was really good the nurse was very polite and helpful during my appointment

2023-12-05 10:48:25

Very efficient and punctual

2023-12-05 13:55:21

Reception person and surgery nurses extremely welcoming. Both appts on time and professionally competent and informative.

2023-12-05 16:23:26

All those working at Beeches Green are great professionals. The practice is very efficient, friendly and helpful - I am always recommending it to people!

[REDACTED]

[REDACTED]

[REDACTED]

2023-12-06 08:35:18

I have been a patient since the beginning of the practice. Doctor McCollum is the best ever. Wish we could see her more quickly

2023-12-06 08:35:58

Been a patient for 40 years Doctor McCollum is the best Doctor i have ever come across

2023-12-06 09:20:20

In and out very quickly , lovely nurse

2023-12-06 09:54:17

Brilliant team

[REDACTED]

2023-12-06 11:41:32

The nurse was professional, polite and friendly and had put me at ease when talking bloods. Beeches surgery has always been welcoming to patients and do their best to help.

2023-12-06 19:15:23

My care was professional and prompt and all staff were kind and friendly. Excellent care Thank you

2023-12-07 13:40:21

Friendly and professional. Always eager to help.

[REDACTED]

[REDACTED]

[REDACTED]

2023-12-08 14:49:05

Always very helpful and treats me with empathy and kindness

2023-12-08 16:28:27

Always professional, polite and do their best to keep to appointment times..

2023-12-08 16:41:27

You are a friendly surgery. Everyone is polite and helpful.

2023-12-08 16:55:16

Excellent travel service, I completed an online form and immediately received a telephone call inviting me for appointment. The appointment today with Ella was brilliant, so thorough and very friendly and kind. Thank you!

2023-12-08 17:12:53

Wonderful service as always

2023-12-08 22:12:19

I always find it friendly. Sometimes I don't get in to see the doctor at my appointment time but this is understandable.

2023-12-09 10:48:29

I am always happy with bgs

2023-12-12 09:46:32

Professional and Empathetic

2023-12-12 11:17:13

Usually on time. Very friendly.

2023-12-12 16:29:23

Excellent and very friendly staff Very professional and knowledgeable

2023-12-12 18:22:07

Always helpful and great with appointments

2023-12-13 14:24:36

Excellent staff, very polite. Top class service

2023-12-13 14:25:11

Always find that BG is quick on appointments. Excellent service, always friendly

2023-12-13 16:36:53

great service and excellent communication

2023-12-14 10:22:24

Very helpful and friendly service

2023-12-14 11:42:54

I always find the reception staff helpful. I thought Dr Kean was absolutely great! - kind, informative, understanding, knowledgeable, insightful and an excellent listener.

2023-12-14 19:31:05

Nice staff. Dr mckesarney is excellent.

2023-12-14 21:38:46

A superbly well run surgery,with friendly and very helpful staff. Thank you BGS team

2023-12-15 08:59:51

Staff need to be trained on how to speak to people, specially if they are mentally disabled

2023-12-15 10:16:44

1st time I have seen the nurse I saw on Wednesday & I was absolutely blown away! So lovely, reassuring & professional! :) I wish every medical experience could be as such!

[REDACTED]

[REDACTED]

[REDACTED]

2023-12-15 12:05:50

Thank you so much for being amazing! All of you are so wonderful and always go out of your way to do the best for your patients. Wishing you a merry Christmas x

2023-12-15 14:52:54

The nurse I saw was lovely and really helpful. I didn't feel any discomfort.

2023-12-15 16:31:57

Very helpful and professional

[REDACTED]

2023-12-16 09:18:22

[REDACTED]

2023-12-16 09:33:00

Efficient and friendly service as per usual

2023-12-16 10:32:27

Absolutely fabulous staff at Beeches green. Everyone goes out of their way to make appointments happen; no waiting times, cannot fault the wonderful service. Thank you to all of you!!!

2023-12-19 09:15:51

The practitioner was friendly and professional and explained things well.

2023-12-19 09:21:00

Always helpful

2023-12-19 09:58:56

Fantastic frendley and professionele. Thank you.

2023-12-19 15:53:08

V helpful staff

2023-12-21 09:31:54

Excellent service from reception , doctor chilon is just such a lovely znd very good doctor.thank you very much.

2023-12-21 11:59:22

Always helpful and friendly, good support, thank you.

2023-12-21 15:01:58

Staff lovely, always can get an appointment but the surroundings look terrible. Please weed and tidy maybe some volunteers could take it on

2023-12-22 07:44:10

Surgery was it's normal self , friendly and reliable

2023-12-22 13:44:22

Very good care, very professional and caring

2023-12-22 15:53:47

Very good surgery . Everyone goes out of their way to help you.

2023-12-22 15:59:28

Prompt, efficient, professional service.

2023-12-22 19:22:39

No problems at all.

2023-12-22 19:46:27

For me it's convenient and helpful and courteous

2023-12-23 11:23:25

The lady Doctor was so kind and efficient as was the receptionist.

2023-12-23 13:15:09

Very good service

2023-12-23 14:18:41

Stupid question

2023-12-24 12:53:42

Excellent and friendly service in dealing with issues

2023-12-25 17:32:00

Always greeted by friendly, helpful receptionists , and was seen by the nurse on this occasion a good 5 minutes before my actual appointment time, many thanks

2023-12-27 12:35:31

Treated with respect and kindness

2023-12-28 09:58:33

We are always satisfied with our treatment

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2023-12-30 08:47:54

Excellent as ever

2023-12-30 09:16:44

Self service check in works well, however this style misses the personal touch. App was roughly on time as was 9am app, bloods took first attempt and friendly service given by nurse

2023-12-30 09:33:37

Always friendly and efficient staff. Will always try to fit me in if I need medical help.

[REDACTED]

[REDACTED]

2023-12-30 11:42:15

Usually on time. Always friendly.

2023-12-30 14:57:26

The nurse was very friendly and thoughtful- she did a great job!

2023-12-30 21:50:42

We have always had an excellent service.
