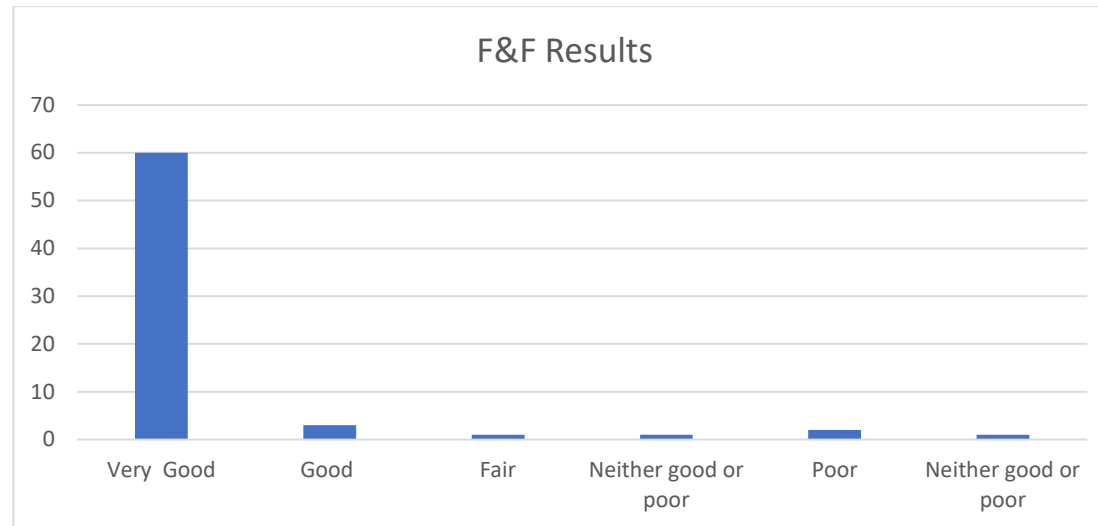


June 2026 – Friends and Family Test Feedback

Overall, how was your experience of the service you received?



How was the service you received?	Please can you tell us why you gave your answer?	Please tell us what we are doing well?	Please tell us how we can improve?
Very Good	Good Doctors appointment - no complaints	Appointment was dealt in a professional manner	No comment
Very Good	Saw Dr Sidhu for the first time, he is such a lovely doctor.	A pleasure to have a doctor like him at this surgery !	
Very Good	Put a Triage in for an appointment and was phoned 15 mins later for an appointment in an hour time	Amazing service	
Very Good	Well informed	Medical conditions that are important are dealt with quickly	
Very Good	On time appointment		
Poor	Doctor not on time nearly over an hour wait.	don't know had to leave before I was seen	No acceptable waiting for that long to see a Doctor
Very Good	Would just like to say what a lovely lady Dr Callaway,	Great Today	

Very Good	Dr Ahmed extremely good Doctor, Easy listener	As above	
Very Good	Had great informative Travel Appointment with Nurse Lottie	Really friendly and her knowledge of travel is Top Tier!	n/a
Very Good	So very grateful to you and the Dr who saw him this evening, he is now on his course of antibiotics	Fast service via triage and Doctor	Nothing received the best care for my son
Very Good	Asked for a blood test in reception, reception helped with triage and got form within an hour	Helpful reception	Easy nothing wrong
Very Good	Really Quick Service, David was excellent - really reassuring	Triage- Excellent service, please express my gratitude and thanks to everyone	
Very Good	The Doctor really helped me make healthier choices without feeling overwhelmed.	I've already noticed positive changes	Just keep having caring Doctors
Good	Came into surgery to get my medication, dispensary was shut. Not helpful		Communication
Very Good	Really helpful information about walk in blood tests instead of going to Stratford Hospital sometime there is a huge wait for the hospital	Good information you're showing in the waiting rooms. Always updated	not sure
Good	Nurse appointment was fine, however due to hot weather waiting room gets stuffy and crowded	Nice Staff	Air con, got very crowded upstairs
Very Good	Had Home Visit from medical students and they were very lovely	Had a great informative visit	n/a
Very Good	Waiting for appointment- would be really helpful for some water in the waiting room	awaiting appointment wanted to pass on feedback for water	Water machine in reception
Very Good	Reception was helpful, needed help in the waiting room. Got seen by Doctor	Asked for help and received it quickly	can't think of anything
Very Good	I know you have lots of complaints about the NHS but I have never had any bad experience,	Everyone had been so amazing and helpful	Nothing!
Very good	My husband and I are very grateful for such excellent service	see above	already beyond reproach
Very good	The efficiency of the online triage service and reception staff is excellent. Prompt, professional efficient and friendly.	The service is excellent. Prompt, professional, efficient and friendly.	I don't think you can!
Very good	The doctor was very patient, gave loads of options, and said if I did want to speak to someone else to get a second option, I could. But I was happy with the discussion and course of medication and blood tests. She also gave me some peri - menopause links as well to start to look at.	I like being sent links to look at for building extra knowledge etc.	I guess which is difficult, I know, having a smaller window for phone calls as mine was 8-1 pm. I know this is tricky though

Very good	Doctor Callaway always takes time to listen to any problems, doesn't rush you though your appointment	Everything	N/a
Very good	You were responding to my queries, often within an hour (fantastic service) and the quality of advice and help was excellent.	Practical considered advice.	Hard to improve really over and above the responses I was getting.
Very good	Because everyone is always so helpful and friendly.	Good response to enquiries.	Can't at the moment think of anything.
Very good	Always efficient and friendly	triaging	clearer choices on the triage form
Very good	The nurse that I dealt with could not have been more friendly or more helpful. Very well informed. Offered lots of useful advice and recommended a change to my over the counter hay fever medication- which has proved very successful.	Friendly	Not much
Very good	Very helpful	Very well friendly	
Very good	Precise and informative answers.	Everything	Don't think you can
Very good	I felt like my treatment was a cooperative affair and that my input was taken seriously.	Availability and timing of appointments. Courteous and responsive personnel.	Nothing that can think of.
Very good	Enquiry late Sunday, next day early response, then consultation, advice and medication,	The entire process	Nothing based on this experience..
Very good	Very thoughtful to arrange telephone appointment as too hot for me to venture outside when unwell. Efficient service	Pleasant and helpful admin staff. Dr listened to me in consultation	It all worked well for me .
Very good	I was called within the previously agreed time window. The call was not 'rushed' and my concerns were addressed	I am grateful to Dr Shoffa, both for her initial discussion with me and for subsequently taking time to obtain a second opinion from a haematologist. As a result I feel a lot more positive.	Just keep doing what you do!
Very good	Same day telephone call on my problem	Triage seems to be working well but of course the set back with this is non computer users etc are excluded.	More face to face appointments please that can be booked on the phone as easily as online. I have found that no fairly prompt appointments seem available online but one can be booked if you phone.
Very good	I went into the reception on the 18-06-2026 for assistance, the receptionist could not have been more helpful, she had so much empathy and patience. I have to say that she has been a big	The nationwide triage service is excellent, very efficient, once you get used to it	Keep the lovely blond lady on the reception

	improvement from reception staff from years previously.		
Don't know	All questions were answered clearly and helpfully	I was dealt with efficiently and politely	Quite satisfied, thanks
Very good	Very pleasant staff and helpfull	No better for me	None
Very good	The GP I saw seemed genuinely concerned about my well-being, didn't rush, and gave thoughtful consideration to my problem.	BHMC has a really good team of doctors these days. They get things done quickly and well. The GPs It's much easier to make an appointment too with the new triage system.	It would help, in the case of something regular like a vitamin b12 injection, we could make an appointment on line.
Very good	My concerns were addressed and a way forward agreed upon	Listening	Nothing apparent from my recent experience
Very good	My current heath issues are being monitored very well	Communication is very good. Recently I needed to see a doctor very quickly, and had a call back to come in same day.	Given my healthcare needs, I really have no need to make any suggestions on improvement. Well done!
Very good	My doctor was very helpful understood my problem s and dispensed medication with sympathy and kindness	Empathy Kindness Unserstanding and professionalism.	I wish every experience for a doctors consultation could be as pleasant as this .
Very good	Sharllot rang as arranged for a tablet review. Everything was fine	I think everything is okay 🙌	Making a doctors appointment could be made easier. We never had this problem 40years ago. I am all for change but 😞
Very good	My questions were answered and non hurried conversation	Good communication	
Very good	Online survey easy and quick	Getting quick response to triage forms	
Good	It took rather a long time to get an appointment	The staff are always polite and helpful	The appointment could be as they were before the triages
Very good	An unusual blood test request from Consultant was followed up with me thoroughly,	As above	There is always room for improvement in the receptionist readiness to follow up the issues raised.
Fair	Locum? GP, Dr Collins, prescribed antibiotic which he claimed would not affect my other medication. Boots pharmacist could not dispense because of warning of interactions. New prescription antibiotic prescription sent. GP did not know how to deal with a blind patient e.g. took temperature and blood oxygen without telling me what he was doing, very disconcerting.	Very prompt response to econsult.	Need to monitor locus.

Very good	The doctor I saw was very thorough in her investigations. Her manner was very professional and considerate.	Receptionists are efficient. I was given an appointment with a Doctor of my choice.	If possible, I think it would be beneficial to both the patient & the doctors if continuity in care could be provided.
Very good	Clinician diagnosed problem, explained it in layman's language and prescribed treatment.	High level of patient care.	Keep on with the same.
Very good	It may be a wait ,as the surgery and doctors are busy ,but we are lucky to always get a doctor to help no matter what the problem is .	The surgery ,reception nurses doctors everyone are extremely helpful .	The only thing I find difficult is if its an telephone appointment, the surgery phones are not very clear ,and maybe talking a little slower may help the hard of hearing .
Very good	Reception very helpful	Assist as needed	I have not experienced any issues
Very good	Just changed my surgery, my first telephone appointment was very good.	Doctor had time to go into my medication in detail & send me a detailed message.	None at the moment. Time will tell?
Very good	Great communication, understanding doctor. Seen quickly. Medical assessment completed	Great admin help and communication (jane) and understanding and helpful doctor (Scrivens)	N/a
Very good	There was a very prompt response both times that I completed the online triage form, with the GPs calling me to determine a few details and then prescribing me the required medication.	As in previous answer, very quick efficient response to my enquiry	N/A
Very good	Genuinely. Your practice is absolutely outstanding!	Completely reactive, so kind and professional!	Only had really positive interactions.
Very good	Doctor Ruby Shoffa was very thorough and made me feel very comfortable and at ease.	Great response times and availability of appointments. Great reception team very friendly.	Keep it up.
Very good	Because Dr Ahmed showed a real interest in understanding and solving my problem and moreover the cream she advised is working well.	Speed of response, I was asked to go down to the surgery half an hour later	At the moment I have no suggestions.
Very good	They understood my medical issue and I only had to give a brief explanation and was listened to. Also I asked them to repeat some things and they did so without getting irritated .	You listen and deliver what you say you would	Face to face is generally better (there are occasions when not appropriate) so you could give the patient more time to consider what they want.
Neither good or poor	Doctor was very friendly and professional, but I've not heard anything since about the referral that was going to be made	Appointment to see a doctor was quick	Not heard anything since the appointment about the subsequent referral that was going to be made
Very good	Very helpful receptionist		

Very good	Quick and helpful response to my first message. As always. I am grateful for the quality and kindness i receive.	For me, everything I ask or need.	Carry on the good work !
Very good	Prompt and helpful	online triage and callbacks	Better F2F availability (when/if needed)
Very good	Receptionist was very helpful polite and professional	Great staff , good communication	
Very good	Dr Callaway answered my questions straightforwardly and was reassuring	As above	Perhaps better follow up. I was kept uncertain of my condition and further procedures through an oversight in The radiology department in Warwick.
Poor	I had to remake an appointment with Dr Shoffa to get a prescription of 3 items which 3 days earlier Dr Ahmed had agreed to but not sent the prescription to Rosebird for	I really can't thing of anything.	The system of "Total Triage" and getting an appointment since April 2025 has been absolutely hateful. Patients are just barked at to "go online, it's all online" and patient choice to have an appointment assigned over the phone as it used to be has been removed. Of course you've made provision for those who may be digital excluded but it's just pushed the "8am rush" online and in the process become completely uncaring and technocratic. I understand wes Streeting wanted this but I and other patients didn't and neither were we consulted. The GP surgery signed up with Accurx thus making two "tech bros" who own it very very rich. Patients weren't consulted about total triage or Accurx.
Very good	The doctor I saw listened and advised,	Everything, all the staff, very helpful	
Very good	A-Z good, professional and welcoming wnvvironment.	You are just doing what you should do, looking after your patients who need your help. Well done.	You probably need new bigger building.

Key points on "Please tell us how we can improve?"

Face to face is generally better (there are occasions when not appropriate) so you could give the patient more time to consider what they want.	We appreciate that some patients prefer a face-to-face appointment and understand that it can be helpful to have time to consider the options offered. Unfortunately, due to the high demand for appointments and the limited number available, we are unable to hold or reserve appointments while patients decide. If an appointment is not accepted when it is offered, it may need to be allocated to another patient to ensure appointments are used as effectively as possible.
Triage seems to be working well but of course the set back with this is non computer users etc are excluded. More face to face appointments please that can be booked on the phone as easily as online. I have found that no fairly prompt appointments seem available online but one can be booked if you phone.	Thank you for your feedback. We appreciate that not everyone is able to use the online triage system. For patients who are unable to complete the online form, our reception team is always happy to complete the triage request on their behalf over the phone or in person. This has always been available for patients who need assistance. The total triage system was introduced to ensure that all patient requests come through a single pathway. This provides the clinical team with a clear record of every request received, helping to ensure that no requests are missed or overlooked and that patients are directed to the most appropriate care as efficiently as possible.
The only thing I find difficult is if its an telephone appointment, the surgery phones are not very clear ,and maybe talking a little slower may help the hard of hearing .	Thank you for your feedback. We are sorry to hear that you have experienced difficulties hearing during telephone appointments. If you do experience this, please let the clinician know because it could be due to them using a speakerphone while typing or wearing a headset with the microphone positioned too far away can sometimes affect the clarity of the call. If you are hard of hearing, please let us know when submitting your triage request. We are happy to arrange a face-to-face appointment where appropriate to help ensure your consultation is as effective and comfortable as possible.
Not heard anything since the appointment about the subsequent referral that was going to be made	There can be a number of reasons for a delay, including long hospital waiting lists, technical issues affecting the processing of electronic referrals, or even human error. If you have any concerns about the progress of your referral, please do not hesitate to contact our secretaries, who will be happy to investigate and provide an update where possible.
You probably need new bigger building.	We appreciate that a larger surgery building would be beneficial. This has been something that has been considered for some time; however, unfortunately, we do not currently have the funding to support such a development. Although our premises are limited in size, we do have sufficient consulting rooms to accommodate our clinical team, as not all clinicians work full-time or are on site at the same time.