

NHS Friends and Family Test 2026 Comments - June

Q: Please can you tell us why you gave your answer? (rating Very Good - Very
Free text question. There were 149 responses:

B12 jab. Extremely painful. For some reason the nurse pinched my arm while administering the jab too fast. Subsequently, a lot of the liquid was lost down my arm. It also bled a lot afterwards. This only happens with this nurse. She always seems very nervous with anything needle related. She also has issues with blood tests. All the other nurses, especially emily, administer the jabs slowly and painlessly so the liquid is released into my arm correctly.

Just a blood test and it was easy

Every were very efficient and friendly

Had my blood taken by nurse chloe smith. She is amazing, very professional, confident and friendly.

All very good

Seen promptly, friendly staff, nurse was considerate and knowledgeable

Both the doctor and nurse where very kind and helpful

I was seen on time, and everything was fully explained to me in a clear and professional manner

Check in went well. On time. Nurse dealt with task smoothly.

Quick, on time, efficient and pleasant.

Didn't bother organise my appt

No problems , in and out

Appointment before time

Quick same day appointment. Efficient and effective service.

Always kind and friendly, totally professional

Always happy with any visits.

I do have regular blood tests at the surgery

I arrived on time, was seen straight away.

Emma the nurse was prompt and took my blood test with no problems

Appointment was on time

The appointment was on time. The nurse explained everything in detail and made me feel at ease.

Allways happy with the surgery

I was seen on time and everything was quick and easy

Emma was friendly and helpful, explaining everything clearly

Appointment on time, in fact a little early

Had a good talk about my medication, and found it most helpful.

Speedy service, pleasant and polite service.

Friendly,welcoming helpful and overall supportive

Always organised and efficient. Friendly and helpful

On time,friendly,polite

Lovely nurse

Quick and easy

The Nurse and receptionist were very polite and professional

Everting on time

Because it was

Everything seen to without any fuss

No waiting.

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Q: Please can you tell us why you gave your answer? (rating Very Good - Very Good)
Free text question. There were 149 responses:

The doctor (Richardson) really listened to me , and responded appropriately .

supportive staff and efficient service

Easy, quick, perfect.

Everyone seems to care

Chloe always manages to take my blood and is always helpful, friendly and empathetic. She is wonderful!!

Emma told me that the doctor has only ideas to help so no answer.

No issues at getting appointment, staff are friendly and very helpful

Very caring service

Prompt efficient and informative

Very friendly, appointment on time with full explanation about inoculation and possible side effects.

Prompt efficient and informative

Easy to get an appointment,Chloe is amazing at doing bloods very polite and friendly

Appointment on time, very friendly nurse and helpful staff

Great staff very efficient none

Always feel looked after and ALL the staff are friendly and helpful

All staff very professional, and helpful

Efficient&pleasant

Prompt service, friendly nurse.

nurse was very informative and explained what was required

On time all information given

Had an appointment for an annual long term medical condition. Several text messages sent to remind me of my appointment with opportunities to cancel if necessary. Check in was easy and appointment was on time. Receptionist was pleasant and answered some queries I had.

I was seen more or less on time.

Friendly and professional. Explained clearly the next steps in my treatment

Emma was friendly and professional, made me feel comfortable.

Fact

All doctors and nurses at Plowright are fantastic but I still don't have a diagnosis for my ongoing issues but they are trying. 9 months and counting.

Chloe was great - people struggle taking my blood though she managed it! She was also very kind and empathetic.

Nurse was very reassuring, was no pain at all when drawing blood. Prompt and on time.

Receptionist gave me a same day appointment. Assessed, advised and prescribed by Valerie. Next day (benefitted by someone cancelling) physio appointment. Again, assessed and advised.

Friendly and very efficient

Obviously don't want to visit re doctor, but this surgery is the BEST

Review friendly and concise

Friendly

Seen on time as always

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Q: Please can you tell us why you gave your answer? (rating Very Good - Very Good)
Free text question. There were 149 responses:

Always friendly and helpful

Nurses at both visits on this day as always very pleasant efficient and friendly.

Staff very friendly and efficient.

Seen on time had a new dress and fitted to the head

Kelly Barnes is very professional and yet very friendly at the same time. It is like talking to an old friend. Bless her.

I couldn't have been in a better place, the nurses all deserve a medal, likewise the Doctors

Chloe found my veins at first attempt and painlessly extracted a blood sample. She was fast, efficient and completed the process within a few minutes

Professional and friendly staff.

On time and treated efficiently

Friendly and professional nurse.

Very quickly seen, nurse was very nice

On time. Efficient...(Blood test Emma)

Because that is how felt

Very pleasant nurse, and was called 10 mins before my appointment

Always very responsive each time I call

Chloe is always very kind and professional.

The nurse who administered my inoculation was friendly, professional and respectful towards me. She informed me about the procedure and the potential side effects thereby ensuring I was fully aware of my choice to proceed

Quick and professional

I was seen on time. Everything went well, as expected.

Always happy with the Drs nurses and receptionist and the pharmacy

Good service and prompt response.

Because on time informed of everything and pleasant

Excellent reception staff, fast appointment booked, seen on time, highly professional nurse administered my vaccination. Excellent service.

Nurse was reassuring, glad I got my toe checked

Because it was good.

I was asked to arrange an appointment to see a Dr, however if the Dr, nurse and receptionists. Had looked at my profile it was clear that I had already done this the week before. Hence needless calls and messages to my phone.

Quick, friendly and efficient service.

The nurse who I saw was running on time and actually got me in a few minutes earlier. The Receptionist as usual are always polite. Nurse Emma was very professional in her job, she answered questions I had and talked through what she was doing.

My Nurse is always kind and gentle, but please why do I get this questionnaire twice a week? I have to visit the surgery twice or three times a week and it seems ridiculous having to fill in this form at least twice a week. Could you review that please?

Everything went to plan

Kelly is always a delight. Calm, efficient and welcoming

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The nurse taking the blood samples has very good people skills.

Nutse did

I missed my appointment not on purpose I had emergency with my 67yr old dad in Dereham. I didn't get chance to ring surgery as was seeing to dad and ambulance crew. My apologies.

I was told to bring my inhalers, but they were never used or requested.

Prompt pleasant and efficient.

Kelly was very good at finding my awkward veins, so much to the point I haven't even bruised this time!

Prompt appointments friendly helpful.

Everyone always friendly and caring.

Very helpful nurse who dealt with my reasons for being there.

Brilliant

Prompt and efficient

Very friendly professional and helped settle my nerves

It was health check and basic points were covered

I am having to have a blood test every week at the moment and I always see Chloe as she can always get blood from me. She is always, always wonderful!

Whole of the staff are friendly and helpful, very good surgeries thank you

Seen ahead of schedule, treated courteously, informed of all the information relevant, and then a rapid exit. Excellent.

The doctor was very professional and had a lovely manner

Emma very good

On waiting for appointment, very friendly staff

My appointment took place on time and I was dealt with quickly and professionally.

I was seen nearly on time by the nurse

Friendly, very clean and professional

Excellent service friendly and professional

This new way works best for you and it has to save you a lot of money

Very quickly seen. My nurse was extremely professional.

Excellent service as usual. Very pleasant staff.

On time appointment. Pleasant helpful people.

Because it was

As always excellent.

Easy to make an appointment and actually seen 10 mins early

Staff always friendly

Pharmacist answered all my questions and helped me find information I was looking for. Did not feel rushed

Polite very helpful

Everyone I see at the practice is amazing, always kind, caring and listens

Seen on time efficient and friendly nurse

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Q: Please can you tell us why you gave your answer? (rating Very Good - Very Good)
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Great staff & service

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The person I saw was good and gave me the details to give up smoking

The people are very kind.

Appointment was on time and conducted very professionally and friendly.

Very thoughtful and thorough Although my outcome was not as I hoped She was very kind and listened.

Because I was seen on time by a lovely nurse Kelly who removed surgical staples patiently and gently. All my queries were answered.

On time, efficient treatment

Staff are extremely friendly, polite and helpful.

Reception excellent! Discussion and inspection again was excellent !very satisfied! I

Nurse was on time

Very clear and compassionate. Understood my condition and helped me to understand exercises to help