**Friends & Family Survey Results**

**December2023**

|  |  |
| --- | --- |
| Total No of Returns | 50 |
| Waiting Room | 0 |
| Website | 0 |
| Text Message | 50 |

**Overall, how was your experience of our service?**

|  |  |  |
| --- | --- | --- |
|  |  | % of returns |
| 42 | Very good | 84% |
| 5 | Good | 10% |
| 3 | Neither good nor poor | 6% |
| 0 | Poor | 0% |
| 0 | Very poor | 0% |
| 0 | Don’t Know | 0% |

**Comments Received**

**Recommended**

All the staff at the GP practice have always been very helpful.

Efficient. Professional. Friendly.

I was treated with the upmost respect and kindness.

Efficient, very friendly service!

Staff were great.

Friendly staff

Because I always find the nurses and doctors polite and helpful and if you have any worries, they will try to help.

Because the nurses are very caring and professional.

Excellent doctors’ surgery. Personable, efficient, thoughtful.

The whole staff are top class nothing is too much for them.

I was only 5 mins over on my appointmenttime. Was in an out an on my way 10mins later.

Because you asked a question.

No waiting, very efficient, straight in and out, friendly staff.

Session with practice nurse receiving good advice and efficient service to receive holiday vaccinations.

The entrance is not safe for OAP’s especially under foot.

Very quick appointment after request. Great staff.

Polite friendly efficient timely understanding

Quick appt ... courteous staff coping well with all the building work going on.

V pleasant staff and v efficient

Warm welcome, appointment on time and all very efficient. Thank you.

I moved to the practice about 3 or so months ago. I have received a couple of phone calls by arrangement with my GP, I have had an appointment with the

GP and a couple of blood tests with nurses and dealt with the dispensary, I have been dealt with in all areas with care and warmth, which I could not fault.

Warm friendly staff, excellent service

Simply good service.

Very efficient

Friendly knowledgeable staff. Always get an appointment when needed.

Because I was well looked after

Apart from the building work everything went smoothly.

The experience was ok they are having building extensions done at the moment.

I have found everyone helpful receptionists’ pharmacy and nurses I have only seen one doctor since joining the practice.

Because I was dealt with respect and the nurse was friendly

I came for my monthly blood test, and I don't like them, and the nurse/sisters are so nice and supportive to me. It makes a huge difference to me.

Very courteous and explained everything she was going to do.

Good prompt service

The practice nurse I seen today was outstanding in her approach. She took blood from my arm with care so consequently I hardly felt the needle go in. She

was also patient and didn't rush me at all.

It takes far too long to speak to a doctor, let alone see one, but everything else excellent.

The nurse, Victoria, put me at my ease.

**Not Recommended**