**Friends & Family Survey Results**

**November 2023**

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

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

|  |  |  |
| --- | --- | --- |
|  |  | % of returns |
| 47 | Very good | 94% |
| 1 | Good | 2% |
| 1 | Neither good nor poor | 2% |
| 1 | Poor | 2% |
| 0 | Very poor | 0% |
| 0 | Don’t Know | 0% |

**Comments Received**

**Recommended**

Seen on time and staff very good.

Efficient, friendly service

Always very nice people

Quick appointment to see the nurse for 5 mins.

Easy to get an appointment. Very friendly helpful staff best doc

The nurse I saw was extremely friendly and put me at my ease quickly. She was very efficient and talked me through each step of the procedure in an easily understandable way. She made what may have been a stressful time enjoyable! She's a valuable asset to your team.

Very friendly staff and always on time

Because the doctor was very good

1 very good x

Dr gave a full assessment of multiple issues that were discussed and arranged follow up investigation for new issues, change medication, help with a new appointment, and advice for care assistance going forward to suit a frail confused elderly patient.

The nurse is brilliant - informative - knowledge and caring.

Always found all the staff at all levels - to be totally supportive.

Lovely nurse

Friendly and efficient

Efficient, friendly nurse who took time with me and was also very considerate when I advised I bruise easily. Made sure I was comfortable before taking blood sample

Professional, caring. Always helpful.

Very efficient and pleasant staff

Nervous getting blood as not great with needles, didn't feel a thing. Nurse was great, in and out in minutes! All went very smooth. Thank you.

Excellent service at Laurel Bank Surgery.

Very accommodating and Excellent service by all staff. Nothing is ever too much trouble.

Seen on time by efficient and friendly staff.

The nurse was friendly, put me at ease and was confident in what she was doing.

I always have excellent service.

Appointment was on time, great service from a nurse.

I can't thank laurel bank surgery enough and especially Dr Henny for all the help and support they have given me in the last 12 months.

Because the nurse just got on with taking the blood and I was in and out xx

All round good service very good staff

Professional and caring treatment.

Dealt with very promptly and efficiently.

Appt on time. Efficient nurse. Pleasant and knowledgeable.

Because it's always good

Because my experience was very good. Hence, I rated it 1.

The doctors and nurses are all very helpful.

My appointment was on time, and my routine bloods went well.

Nurse was very personable and friendly. Did a great job getting blood sample. Clear explanations of what she was doing.

Laurel bank surgery has always provided the level of care and support required. We are very lucky to have an excellent practice.

**Not Recommended**

It's impossible to see a doctor.