**Friends & Family Survey Results**

**October 2023**

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

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

|  |  |  |
| --- | --- | --- |
|  |  | % of returns |
| 36 | Very good | 72% |
| 11 | Good | 22% |
| 2 | Neither good nor poor | 4% |
| 1 | Poor | 2% |
| 0 | Very poor | 0% |
| 0 | Don’t Know | 0% |

**Comments Received**

**Recommended**

The doctors and nurses, and receptionists all do the best for you and are all ways very kind.

My appointment was on time and the nurse was very kind and efficient. Also, I had a text reminder which was helpful.

Good patient nurse and reception welcoming

Because you asked

My appointment was close to time, the nurse was friendly and helpful, I was put at ease straight away.

Staff are always attentive and professional.

The nurse was excellent - very clear and clued up about the vaccinations. Remembered the rest of my family who had come in the week before too.

Great service!

Prompt and efficient "service" delivered by very competent and very pleasant staff.

Because I always find the practice very easy to deal with and the staff are very helpful. Any concerns are quickly and in the best way.

Excellent as usual

I find all staff very helpful and kind.

Very efficient online booking. I didn't have to wait, and everything was on time. Lovely Nurse

Laurel Bank Surgery give 100% every time.

They were professional, friendly, respected and on time.

Excellent quality from both nurse and doctor

Because the treatment was efficient, quick and on time.

Was there to see the nurse, then made an appointment to see the doctor, not related to my seeing the nurse, and I was happy with the whole process.

The practice nurse was very thorough and explained what was going to happen.

First time I met this nurse as it was personal matter, she made me feel very at ease

Nurse Vicky was very good this morning at my appointment and gave helpful advice.

All good

Yes, very good service, very professional standard from the Nurse

On time, nurse was friendly, welcoming, helpful and professional.

I gave a 'good' overall experience because, at the moment, I find the surgery during its building works is, currently, cold and uncomfortable. Having said that, the treatment experience, as always, is second to none!

Nurse very good and patient

Good manners + professional.

I was on time but had to wait & no one else was there, that's all, you actually do an excellent service!

The nurse was professional, friendly, and efficient.

Helpful friendly knowledgeable welcome

Nurse came on time was polite quick and good.

On time, informative regarding new procedure. Good advice

Friendly and helpful welcome at reception. Appointment conducted with great professional competence yet very friendly and good natured. Available options

offered and explained, and time offered to defer decision if wanted. Couldn't be better. Thank you all.

Vaccinations for travel were expertly done and advice thorough.

**Not Recommended**

Tried to speak to receptionist about something private & could barely hear a word she said. I asked about a letter/email that had been received by my GP.

but there was no sign of it on the system. Yet a text from my GP suggested there was one. Also, not available to view on my NHS app. Mostly because I was booked in for a blood test suggested by GP in this text but the person that took the blood had no paperwork. Left me for 20 mins+ while she tried to find a

doctor to help her. I am just hoping the paperwork is correct & the necessary test is performed in the lab!

**Passive**

ECG software wasn't working...

I sat waiting for 25 minutes past my appointment time.