**Friends & Family Survey Results**

**September 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 | 92% |
| 7 | Good | 6% |
| 0 | Neither good nor poor | 2% |
| 0 | Poor | 0% |
| 0 | Very poor | 0% |
| 0 | Don’t Know | 0% |

**Comments Received**

**Recommended**

Dressing renewed and a very caring Nurse who listened to me.

Always very friendly and efficient in all they do explaining the treatment as it continues.

Everyone is so nice. The surgery is always very helpful in all aspects from trying to book appointments and trying to sort out who you need to see. So thank you.

Friendly and professional!

I was only kept waiting 5 mins after my appointment which is perfectly fine and understandable. And the nurse was really friendly and put me at ease with her manner. She was lovely!

Friendly and professional staff. Kind and caring service

Seen promptly by very pleasant staff.

On time, efficient, friendly, informative.

On time, and lovely nurse that puts you at ease.

The surgery staff are very helpful, the nurse who I saw, Joy, was kind, reassuring and professional.

Very efficient and good communication.

Had to wait for 3 weeks to get an appointment in quite a lot of discomfort but doctor very good when I eventually got there.

Great nurses.

Always pleasant staff and prompt service

Fabulous nurses

Because I have only just become a patient and it's a different class Everyone is so helpful, and I don't feel a burden to them.

Everyone very helpful

Friendly and wanted to help.

Arrived early for a blood sample and was seen immediately and efficiently. Perfect service.

Very polite and quick

1 is very good.

The nurse (Vicky) was excellent. Kind, considerate and professional. I was dreading the procedure and have avoided it for decades. Vicky put me at my ease.

and allayed all my concerns. Thank you very much.

The surgery doesn't have long wait times for an appointment, and once you get there it's very efficient. Both the doctors and nurses are highly experienced.

It's the best GP practice I've ever been to.

It is good to give positive feedback!

Very attentive nurse who was very thorough with her actions.

Because I got a text asking me to rate my experience from 1 to 6 1 being very good ?

Excellent nurse

Efficient and pleasant

The nurse was kind, explained the process and potential side effects. I am always very pleased with the care both myself and my child receive.

1 - Very good.

Helpful staff and Dr

Just the best doctor's practice I have ever had.... the start, the efficiency, the range of services.

The nurse was fantastic yesterday and today.

It was nice to be treated with a bit of respect. I have had a very rocky past 3 months including losing my wife of nearly 53 years. It does not take much at the moment to take me down. I was treated marvellously today. Thank you.

They are very pleasant and caring.