**Friends & Family Survey Results**

**August 2023**

|  |  |
| --- | --- |
| Total No of Returns | 54 |
| Waiting Room | 0 |
| Website | 0 |
| Text Message | 54 |

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

|  |  |  |
| --- | --- | --- |
|  |  | % of returns |
| 47 | Very good | 87% |
| 7 | Good | 13% |
| 0 | Neither good nor poor | 0% |
| 0 | Poor | 0% |
| 0 | Very poor | 0% |
| 0 | Don’t Know | 0% |

**Comments Received**

**Recommended**

Efficient on time and very pleasant staff. Always.

Feel blessed that we have such a great doctor’s surgery as it is a stark contrast to the one, I have to deal with for care for my parents. It is appalling. Staff are all great at Laurel bank and service is spot on.

The lady on the reception desk (dark hair and I think had 'vogue glasses on) was extremely helpful and professional when I needed book two further appointments following having my bloods done. really is a credit to the surgery. The nurse I saw was also fantastic with taking my bloods with minimal discomfort and pain!

Friendly staff

The staff and care at the laurels is really very good.

Lovely nurse who put me at ease and explained everything clearly. Receptionist booked a follow-on appointment efficiently and to fit in with my requirements.

Dispensary staff handled repeat prescription collection efficiently also. However, as seems to be the normal and inconvenient, part of my repeat meds was not in stock even though I gave more than a week's notice. We changed it from a 3-month supply to 1 month to stop this problem but I'm still having problems getting it before I run out.

Nurse excellent friendly and efficient appointment reasonably on time good experience

Because we respect professional service in our own areas!

Because I belong to THE best Surgery in the U. K. and am always treated with a caring professional manner.

Generally, on the ball and very helpful, occasionally oversights and errors but not recently

On time very pleasant nurse and quick

amazing surgery. Incredibly helpful staff. We are so lucky to have this surgery!

Attended surgery for shingles vaccination. I was asked questions to ensure correct vaccination was given and it was explained about the few days delay in vaccine being effective and I may have a sore arm. After injection I was asked to wait for a while to ensure I had no side effects.

Very good experience

Appointment on time. Nurse was efficient and pleasant. A good experience.

Polite staff and the nurse I had was particularly charming and very reassuring and kind.

Efficient, friendly and professional service provided in pleasant surroundings.

Excellent practice from the friendly and helpful receptionists, the dispensary and the GP's. I have only ever had positive experiences with the surgery.

I was treated very well by all the staff.

Nurse Vicky has the patience of a Saint.

Got taken into appointment early. Nurse was very efficient and delivered a professional service.

You don't realise how good a surgery you have until you have the misfortune of dealing with another one.

Nurse was excellent, appointment was 30 mins late, but I understood a previous patient needed extra care which was fine with me.

A very caring & comprehensive attitude, combined with good treatment & professionalism.

Excellent caring service I received today.

Easy check in, short wait, lovely nurse

I can usually get a relatively prompt appointment. Appointments usually run well to time. Drs and nurses listen to my concerns.

It’s a fantastic surgery.

No waiting. Nurse able to deal with another query and has taken action to resolve it.

On time and pleasant service.

The nurse was excellent, if taking my blood and putting me at ease. But had to call back, twice, as my blood pressure had not been taken. However not sure if they were/ would have been great measurement as feint at the sight of blood.

Quick efficient service

Treated with respect.

Nursing staff always lovely. Sarah, I saw today. My doctor Amy Evitts is friendly and listens and is very helpful. This rapor I was missing after Dr Emma Taylor finished. She was wonderful.

I came to surgery last Wednesday with a medical concern and I was upset, the receptionist was lovely (didn't get her name, but she had black glasses on) x

she listened to me and got me an appointment that afternoon with a female doctor Medication received, and doctor ordered blood and fit test, also understood my symptoms and I'm feeling a lot better, I hear so many horror stories about doctors’ surgeries and I'm glad you run a lovely one. Keep up the

good work!

Very helpful and friendly!

Everyone I have seen there has been caring, friendly and efficient.

Great staff Very friendly on time appointment Next day appointment Always been great We’re very lucky

Appointment was easy to make. I arrived early and was seen promptly. The phlebotomist was personable and explained the procedure talking me through each step. Excellent service! Thank you.

Everything went as usual for my blood test. And then I spoke to the pharmacist who was as helpful as usual. It's a good and well-run surgery.

The nurse who dealt with me was efficient in her job, answered any questions I had and was very pleasant.

Amazing staff

Pleasant nurse chatty reassuring

Quick turnaround