**Friends & Family Survey Results**

**June 2023**

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

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

|  |  |  |
| --- | --- | --- |
|  |  | % of returns |
| 48 | Very good | 96% |
| 2 | Good | 4% |
| 0 | Neither good nor poor | 0% |
| 0 | Poor | 0% |
| 0 | Very poor | 0% |
| 0 | Don’t Know | 0% |

**Comments Received**

**Recommended**

Surgery empty Went in early Nurse lovely Out within 5 minutes.

We have been very satisfied with the treatment and responses we have experienced over many years.

Appointment time was late.

Brilliant service from all staff doctors and nurses

Treated well, listened to, didn’t feel rushed very professional practice nurse and the receptionist went out of her way to arrange a future apt

Because you asked me a question and so I gave you an answer

Prompt. Friendly and professional. Great patient experience. Thanks

Always excellent and courteous service thank you.

I was seen at late notice.

Listened & dealt with my issue efficiently. One concern I have is the times for ordering prescription that are not on repeat 8-9am this is really early for the majority of people I should imagine !!needs to be rethought we have missed the time several times this week & still need to get prescription sorted. Maybe another slot of times could be added 9-10 am, 11-12 or 12-1pm or a longer slot 8-10am Otherwise think Laurel Bank surgery Dr's & admin staff do a brilliant

Job.

Sister Vicky was excellent as usual, very professional and friendly.

Appointment on time. Dealt with swiftly and efficiently.

Very friendly & helpful

Because my experience was very good.

I appreciate the service you give us my wife and I are very pleased with the service you all look after us very well Thank you to all Doctors Nurses at Laurel Bank.

Appointment on time. Treated with genuine interest.

Polite staff

I was seen on time, the nurse I saw was very friendly also very organized, so I was in & out in no time.

Because she took the time to talk to me and explain the options without feeling rushed.

1-very good

The travel nurse was brilliant - knowledgeable, very kind and keen to help and advice.

Appointment with nurse on time. Totally professional as always.

Excellent friendly service. Thank you.

Efficient, caring, and friendly staff at all levels within the practice. Thank you all very much.

Everything was on time, and everyone was pleasant and professional

Just appreciate all the staff there and the work they do to keep me informed and well

Very good quality of care. I've been having regular blood tests for the past 6 months. All staff I have encountered have been professional & caring.

Always been happy with the care Laurel bank surgery gives and continues to do so.

Nurses were very professional and expert at taking blood.

It was a really good experience.

Because it was requested.

I usually find the facilities and staff 1st class.

Very good service

Everything was first class