**Friends & Family Survey Results**

**May 2023**

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

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

|  |  |  |
| --- | --- | --- |
|  |  | % of returns |
| 43 | Very good | 86% |
| 6 | Good | 12% |
| 0 | Neither good nor poor | 0% |
| 0 | Poor | 0% |
| 1 | Very poor | 2% |
| 0 | Don’t Know | 0% |

**Comments Received**

**Recommended**

Bum on seat for seconds and called in and the nurse was fantastic.

Appointment on time and blood test taken. Pleasant staff.

My Surgery is exceptional in every aspect.

Very happy with my treatment and prompt service.

The doctor was incredibly attentive and very thorough, explaining everything.

Because the service I received was very good

Because of the nurse who saw me

Quick and efficient

Excellent efficient quick service

Service was good, quick, and friendly.

Appointment was on time, nurse who saw me was lovely, very friendly & made me feel at ease.

Yes. I get a more accurate blood pressure reading with a large cuff which is seldom available, or the nurse is not qualified to use that equipment and then have to wait for another nurse to take it or make another appointment.

No hassle good timing and friendly helpful staff

Very quickly seen mind you he was the only one in the waiting room.

Yes, the nurse was very friendly and helpful.

Can't fault the service and access we have with our surgery. We feel very lucky to be able to get access in the way we can when you feel of other areas struggling. Staff always friendly and polite too. Thank you

gave essential advice when needed.

Injection given professionally and appointment notified in advance.

Very efficient visit to the nurse for a blood test

Good to sign in and had a good appointment.

Always been taken care of when needed.

Friendly, helpful team

Appointment was on time.

No waiting kind and helpful nurse pleasant surroundings cheerful

The nurse I saw for vaccines was super helpful extremely knowledgeable and friendly. She was a pleasure to deal with.

I am in pore health anything the staff do from the receptionist to the nurse ( Pippa) did for me will always be excellent.

Never have to wait long to go in. All staff have a lot of patience.

Got to meet the nurses.

My answer was my honest opinion. Excellent service from all staff.