**Friends & Family Survey Results**

**April 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 | 94% |
| 2 | Good | 4% |
| 0 | Neither good nor poor | 0% |
| 0 | Poor | 0% |
| 1 | Very poor | 2% |
| 0 | Don’t Know | 0% |

**Comments Received**

**Recommended**

Efficient, chatty, and informative

The Nurse was welcoming, friendly whilst maintaining professionalism.

Appointment was on time. Nurse was informative and reassuring for an intimate examination.

Fully Informed about procedure and what if any follow ups to expect.

A fast and efficient service, then the nurse was helpful and kind. She answered my questions in a clear way.

Excellent nurse very friendly appointment was very short notice.

Good service helpful staff

appointment on time and pleasant staff

I was treated really good with my appointment was made then my treatment was done by nurse with a smile that made me feel comfortable, thank you.

Dr and Staff helpful

Because I have been with the practice all my life and can't complain

Nurse very good, receptionist less so and took ages to find me an appointment with a doctor 2 weeks later!

Great service

Seen very quickly and nurse very efficient.

Always excellent service and attention

I was seen at my allocated time. The nurse was very helpful. The waiting room clean, tidy and spacious.

It's always a pleasure to deal with Malpas surgery and this visit was no exception. Short waiting time. Good communication very efficient service.

Easy efficient appointment process, on time for appointment, surroundings clean, team interacted with happy and knowledgeable. No issues with procedure.

The nurse was very professional as all are at the Surgery, excellent service as always.

No waiting, friendly and informative nurses

Attention to detail.

Because staff were very polite and was in on time and out efficiently

Great service, caring staff from initial call through to treatment, great support from wonderful staff

Appointment time was met, treatment was very good by friendly staff.

They were professional and extremely helpful .... friendly and smiled!!!!

ALL the staff in the surgery and pharmacy are so friendly polite and helpful and go out of their way to help you

Nurse was very friendly, helpful, and welcoming.

Always helpful and kind. A great service.

On time, friendly, efficient

In and out very quickly.

Seen promptly staff very pleasant.

The nurse was very informative and reassuring and made me feel at ease.

Prompt, efficient, and pleasant service. What else could one ask for!

Went smoothly, dealt with quickly with outcome I was hoping for.

Easy to book appointment and seen on time very efficient nurse.

As always, excellent service. Prompt and very friendly.

Staff very helpful regarding any questions that might arise.

Communication by txt. Reminders of vaccinations available Very professional nursing staff. Pleasant and helpful reception staff. All in all, extremely satisfied.

Generally good service

Because the Nurse I saw this morning was really nice.... Although on a recent occasion of telephoning the surgery I did have a rather curs receptionist

when trying to get a doctor’s appointment for this ongoing problem I have & was clearly told to try again tomorrow.... regardless of the pain I was in.... she wouldn't of had a excellent review

Every single member of staff be it GP or nurse or receptionist or pharmacy has always been incredible - lots of time to listen, caring and supportive to me and my child and husband. We always have a positive experience and come away every time feeling incredibly thankful to have such a fantastic practice on our doorstep.

Always get an appointment when needed. We cannot thank you all enough for all your hard work. We know times have been hard for the NHS

you so a fantastic job and we will always support you.

Good polite reminders of appointments.