**Friends & Family Survey Results**

**March 2023**

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

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

|  |  |  |
| --- | --- | --- |
|  |  | % of returns |
| 40 | Very good | 80% |
| 9 | Good | 18% |
| 0 | Neither good nor poor | 0% |
| 1 | Poor | 2% |
| 0 | Very poor | 0% |
| 0 | Don’t Know | 0% |

**Comments Received**

**Recommended**

Yes, of course. I was taken promptly on time and received friendly, efficient attention.

I had an appointment with the nurse she was helpful.

Professional and understanding,

Appointment was on time; staff are friendly and helpful.

The nurse was very good and listening to your concerns and worries and provided the appropriate procedure to meet my needs.

We have had mainly very good service from the Surgery, however, recently we have had Confusing and conflicting advice from the sister/receptionist/

Medic. This has given us a worrying time and we have found it difficult to resolve.

Easy to make an appointment, seen on time.

Appointment on time

I have always had good attention from doctors and nurses.

The staff are always friendly, approachable, and helpful, wait times are generally not very long (both to get appointment and waiting to be seen) and the staff listen and take you seriously - it feels like they care.

On time friendly and helpful staff.

Very efficient and friendly service

Efficient on time courteous friendly.

Always very nice.

I was called in to see the nurse on time and didn't have to wait and she was very personable and efficient.

Seen quickly. And reassuring advice given.

Malpas Surgery and its staff have always been available for appts and any queries, they always carry out what they say, professional and approachable, wonderful practice in difficult times.

Very attentive nurse

Di the nurse was very good.

Fantastic staff, excellent facilities

Based on the experiences of 38 years as a patient We have found them faultless in their treatment

On time and verry good staff member Who was courteous and friendly

Joy is amazing always manages to get blood as I'm really difficult. Lovely member of staff.

Quick and easy service. Was done after 5-10 mins

Very friendly, efficient and informative.

Kept waiting, 10 mins late, otherwise would be higher.

Appointment on time. Lovely staff.

**Not Recommended**

Unable to get appointments when needed, treatment being delayed, having to come back because I was refused a needed test, unable to get required medication on more than one occasion.