**Friends & Family Survey Results**

**February 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% |
| 3 | Good | 6% |
| 0 | Neither good nor poor | 0% |
| 0 | Poor | 0% |
| 0 | Very poor | 0% |
| 0 | Don’t Know | 0% |

**Comments Received**

**Recommended**

always receive appointments when needed, staff are always courteous, and I am able to see my doctor when required.

Because the staff always try their best to help me.

They were very thorough and answered any questions I had.

Because we can get appointments in a timely fashion

The staff are always profession, helpful and supportive.

The evening appointment suited me, so I didn't lose time off work, the time spent with the nurse wasn't rushed and any questions I asked were answered clearly

Nurse was very efficient and prompt.

With pleasure. The receptionists always go the extra mile to help find an appointment to suit with my schedule and as the first port of call to the surgery they are friendly and professional, caring and often funny. The medical team have always been amazing really listening to my condition and wanting to help. When we moved house 2.5 years ago, we moved from Chester City to this country practice and the difference is unbelievable! I have a

very complex medical condition and have had the best treatment at Laurel Bank.

In and out very efficient

I had to alter date- no problem. Nurse excellent. Highly efficient and professional. A well-deserved 1 Thank you again.

Excellent service from the nurse and the checking in process was easy.

Knowledgeable, efficient, caring.

Very efficient and reassuring. Explained results may be a little longer than usual as they were more unusual tests.

Thorough and friendly attention

On time with my appointment Nurse explained everything and very polite

Service is always excellent, very efficient, helpful and friendly.

Good check in. Prompt service from the nurse.

The practice gives time to explain various matters with abundant help and advice.

My appointment was on time, the nurse had been given the information she needed to take the correct bloods and she was very pleasant and efficient and I didn't even feel it.

Excellent service as always

They always get my son in when I phone, and they are excellent with him.

Lovely lady who sorted my tests

Swift appointment. Seen on time. Courteous staff.

Vicky was very kind, reassuring, knowledgeable and very thorough.

Because they are very good.

Excellent staff, easy to get appointment.

Always patient and nice with me

I am very satisfied with the services received and on offer.

Because it is professionally run, clean with helpful Staff etc.

Appointments given to SEE a nurse or doctor rather than over the phone.

Efficient, punctual

Dead on time and nurse was very efficient and helpful ref specific tests.

Went in on time and the nurse I saw was very helpful.

Good service

On time appointment, slick service, no pain and very pleasant

Excellent service

Very efficient, very friendly doctors, nurses, and support staff. Always happy to give appointments especially for children. Couldn't ask for better service!

Friendly staff, good doctors.

I was very happy with my appointment... They were on time and very informative.