**Friends & Family Survey Results**

**January 2023**

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

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

|  |  |  |
| --- | --- | --- |
|  |  | % of returns |
| 44 | Very good | 88% |
| 4 | Good | 8% |
| 1 | Neither good nor poor | 2% |
| 0 | Poor | 0% |
| 1 | Very poor | 2% |
| 0 | Don’t Know | 0% |

**Comments Received**

**Recommended**

Everything was easy and efficient, pleasant helpful staff.

Check in was quick and smooth. Nurse arrived promptly, was professional and kind. Slight mix up at reception desk regarding pick up of something for my husband but plans now in place to rectify that in the coming days. Without that hiccup I would've rated Very Good instead of just Good.

Always treated with respect

Excellent staff helpful and very efficient

Very prompt and excellent service and very friendly

Prompt friendly health check

Friendly efficient nurse

More or less had appointment on time. Staff very pleasant and was even seen by another nurse over something different than what I was booked in for.

Couldn’t ask for better service.

The staff were polite and showed an interest in my welfare.

Excellent and friendly service

Nothing is too much trouble for them, especially the receptionists they help as much as they can. Always try to find a solution if they're busy.

Happy with service and advice given.

I appreciate The Doctors & Nurses at -Laurel Bank for Tucker s Family Thanks for your care and Attention.

Receptionist was pleasant and accommodating good service received from GP

I am satisfied with the level of response I received for my issue from all the health care professionals involved, including the receptionists. I am very grateful I belong to the practice when I hear of issues experienced by family and friends who are patients at other surgeries.

I came today for a blood test, straight through at app time , polite staff , able to collect my prescriptions, make another app whilst there .

Extremely attentive and helpful

I always have good service at the surgery.

Because Laurel Bank Doctors and nurses are very good.

Fast efficient and such lovely staff.

Because it was very good!

professional staff and service

Nurse Joy was very professional and had a very pleasant manner. I'm usually an anxious person but she made me feel very relaxed.

I have been with the surgery ever since it has opened the staff are as wonderful now as they always have been: -Receptionist very friendly & helpful, Sister Di excellent yesterday Dr. Evitts wonderful & Last but not least Joy who did my bloods today. We are so very lucky to have such an amazing surgery with such wonderful team.

Because the service was v good

Everything about this visit was fine, the nurse was very friendly and informative.

Didn't have to wait, everything explained to me.

All staff at the surgery are always helpful and give excellent service.

I was seen on time and received good service and experience.

Everyone I encountered at the surgery was Accessible, polite, kind, interested, discreet, patient and efficient thank you

Because it was stress free and I enjoyed my visit

Polite, pleasant, reliable, competent

Efficient and friendly

**Not Recommended**

10-minute appointments, always rushed, different doctor every time, just been told I have a brain tumour over the phone just before Christmas with no appointments available pretty much sums it up. Need continuity of care.