**Friends & Family Survey Results**

**March 2024**

|  |  |
| --- | --- |
| 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% |
| 5 | Good | 10% |
| 0 | Neither good nor poor | 0% |
| 1 | Poor | 2% |
| 0 | Very poor | 0% |
| 0 | Don’t Know | 0% |

**Recommended**

Excellent service, sensitive to patient’s needs, prepared for appointment, lovely kind manner, very efficient as always.

I have generally experienced very good service.

Service was very good member of staff was a credit to the business.

Ladies always kind and welcoming and nurses friendly and professional

On time, arranged blood test and x ray

Friendly, effective service was provided.

Friendly staff

Appointment was on time and very useful. Thank you.

Excellent service from start to finish

Pippa. Was very good, very informative, she covered all the information we needed. Over and above, what we expected. 5 stars. Thank You.

Absolutely straight forward, no hassle

Appointment on time, excellent communication and help given.

Good experience with blood test with Sarah Price

The reception lady called in the morning with a cancelled blood appointment knowing I need one quite urgent for a last-minute hospital appointment and also the nurse taking the bloods is always pleasant and kind

Great service can get an appointment with nurse/dr when required. Nurse will do bloods for 12-year-old daughter as regularly required. Helpful.

Staff always very very helpful

The service is very good.

Extremely helpful staff always pleasant. Drs are excellent.

I was happy with the service provided.

Joy was excellent, very polite & caring.

Because you asked

I am on a vitamin B12 injection coarse of 6 injections over 2 weeks. I have had 2 so far. Never felt either of them because it was a relaxing experience due to

the very caring nurses

Excellent. Nurse Joy is very professional and always cheery.

Today I was seen on time but signs for reception change each visit during the alterations.

Friendly, personal, and effective service. Pippa was amazing and was engaging, knowledgeable and supportive.

Appointment on time. Very pleasant Nurse explained in detail of treatment being given.

Lovely staff

I was expecting my increase in dose of medication (metoject pens) to be sorted out by now, but still not confirmed.

There is nothing wrong with the doctor's or the staff so what more can I say they are first class. Thank you.

Despite the chaos of the renovations, the woman in reception was friendly and helpful. The waiting room was warm. And the nurse who took my bloods and

did the assessment was professional and knowledgeable and explained what tests she was doing and how long it would take to get the results.

Friendly reception, appointment on time. Lovely friendly approachable, professional nurse

The process was very efficient, helpful and next steps put in place to avoid further health issues.

**Not Recommended**