**Friends & Family Survey Results**

**February 2024**

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

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

|  |  |  |
| --- | --- | --- |
|  |  | % of returns |
| 43 | Very good | 86% |
| 5 | Good | 10% |
| 1 | Neither good nor poor | 2% |
| 1 | Poor | 2% |
| 0 | Very poor | 0% |
| 0 | Don’t Know | 0% |

**Recommended**

Pippa is always so kind and helpful. She is such a pleasure to see.

The nurse was excellent - proactive, knowledgeable, and empathetic. A+

Seen promptly and efficiently. Thankyou

On time, nurse was lovely. All good experience. Thank you.

Really friendly member of staff - Victoria & very helpful

Appointment on time. Friendly all the workers there. Clean and welcoming.

Appointments are available when required. Reception, dispensary nurses and doctors are helpful and efficient. This has been maintained during challenging times and recent reorganisation of the practice.

On time, courteous & thorough.

Prompt and friendly

I was seen swiftly, and my condition was explained clearly to me.

Your promptness when I am in need of your services,

Excellent nurse, friendly and professional

Appointment on time, the nurse who took my BP and blood test was very considerate taking in to account my very poor hearing. Was very helpful.

Very Good as usual, thankyou

Great staff and Doctors.

My doctor is always caring and helpful. Reception staff are always kind and helpful on the phone and in person :)

Because it was deemed good

Warm welcome, prompt appointment, informative and reassuring consultation

Victoria was very efficient and friendly.

Friendly, calm, and respectful

All my questions answered.

Quick no fuss very good

Staff are always lovely, and the nurse was brilliant

Friendly staff bloods taken efficiently and pain free.

Nurse was helpful and instructed me to see doctor before going ahead with shingles jab.

Very helpful staff at all times.

**Not Recommended**

Unhappy with a comment the nurse made to myself and my son. I felt it was inappropriate.

**Passive**

Signage and route to reception is not obvious due to ongoing construction work.