**Friends & Family Survey Results**

**April 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% |
| 4 | Good | 8% |
| 1 | Neither good nor poor | 2% |
| 0 | Poor | 0% |
| 1 | Very poor | 2% |
| 0 | Don’t Know | 0% |

**Recommended**

Very good service

The nurse was quick polite and efficient.

The surgery always strives to make appointments available on the same day when urgent consultation required. Reception staff are helpful and efficient.

All staff offer fair advice when requested.

From arrival with the receptionist to my appointment with the Practice Sister both very polite, friendly, and helpful.

Prompt service, straightforward communication. Honest answers to questions. Detailed care and follow up documented.

Because you are in and out with no problems

Always helpful & polite

Can always get booked in quickly and consultation very thorough.

Friendly, efficient staff.

Quick and very professional

I have been a patient for a year after moving to Malpas. When I saw my allocated Doctor who was excellent. I see the Diabetic nurse and she has been really helpful, considerate and is very understanding and knows her job very well. A first-rate nurse. The diabetic nurse in my previous practice was extremely good and I was concerned I wouldn't receive the same treatment with a new surgery, however the treatment has been more than excellent. I am really happy to be accepted by Laurel Bank Practice.

Staff easy to talk to

Quick check in, appointment on time and helpful. Then made a new appointment very easily. Nice receptionist too (maybe new?)

Very friendly and put me at ease.

Everything is always excellent.

Sarah is very professional and friendly, puts patients at ease, plus was able continue my appointment although I had forgotten to bring some information with me, which I was able to rectify later with her help.

Very positive GP she made it a positive, informative and pleasant appointment.

Visited the Nurse. Seen on time for appointment made two weeks ago for today. No issues therefore good score.

I had an accident with small finger. Went to Leighton then Laurel Bank for dressing change. Instant next day appt with next one already made. The general consensus in the community is that we are satisfied with the practice, even during lockdown.

Great practice, great staff especially the nurses and gps

friendly nurse

I am so fortunate to be a patient at such an all-round excellent Surgery. The care and kindness are exemplary.

My Experience was very good.

Always very helpful, friendly and knowledgeable. Surgery is bright, clean and modern.

Prompt and efficient

Went in on time for blood test, the nurse was very gentle and pleasant to talk to.

Because you all do your best to fit us in with appointments when It was very straight forward and on time.

Good experience all round

Excellent service from the minute you walk in, to the minute you walk out x

Excellent service, clear communication on wait times. Couldn't ask for more.

Efficient, friendly and professional service received from Pippa.

Hardly any waiting time. Nurse was friendly and efficient.

Because the service provided was excellent....

**Not Recommended**

The acoustics of the new waiting room and reception need to be addressed. Sitting in the waiting room I couldn't help but hear every word of a patient/receptionist conversation. There needs to be some consideration to privacy and acoustic sound deadening is required. This has obviously not been thought about with the lovely new building and high ceilings (which are great) but it is not private and most intimidating and unpleasant for patients at the reception desk and people having to listen to their conversations as it is amplified! The actual service I received this morning was great as usual. Thank you.

**Passive**

Very long wait in the queue to get through to someone and a long wait until my appointment.

**Not Recommended**