**Friends & Family Survey Results**

**MAY 2024**

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

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

|  |  |  |
| --- | --- | --- |
|  |  | % of returns |
| 42 | Very good | 84% |
| 7 | Good | 14% |
| 0 | Neither good nor poor | 0% |
| 1 | Poor | 2% |
| 0 | Very poor | 0% |
| 0 | Don’t Know | 0% |

**Recommended**

Excellent service today. Nurse courteous and efficient. Introduced herself and explained the procedure.

I went to see the nurse and it was no trouble at all for the doctor to come though and see what was wrong and proscribe antibiotics and the lady at the pharmacy was really nice.

Clean, efficient, staff were happy and pleasant.

Great service, appointment on time and a great experience

FIRST CLASS SERVICE. FAULTLESS.

Struggle to get an appointment at the surgery

The doctors and the nursing staff do an excellent job the best they can no complaints.

Very efficient

Dealt with promptly, professionally, and timely.

Everyone is pleasant and welcoming.

I was seen exactly on time. I was treated courteously and competently. My problem was dealt with and resolved. All round an excellent experience.

Very good service polite staff

Very friendly & helpful staff, punctual appointments, lovely premises & easy to book next appointment.

Excellent patient care & communication

Absolutely wonderful service, only issue was my appointment was nearly 20 late.

Great service, very detailed investigation, strong communication whilst comforting.

Great treatment and very friendly nurse

Staff are approachable and helpful. Nurse was really efficient at my appointment.

Because I went in for a shingles vaccination. I was seen precisely on time and the information given was concise and professional.

Great staff

Well organised, great knowledge and support by the nurse team an

Appointment fixed up quickly, practice nurse was helpful and very pleasant. Practice has always been first class; just so sorry Dr Davies is retiring. My wife and I will miss her.

Pippa the nurse I see for my diabetes and asthma is always really lovely, helpful and informative

Nurse was nice and friendly.

Joy the nurse is so nice and gentle and puts me at ease.

I was happy with my app to have a blood test.

Professional, on time and pleasant

Very polite and knowledgeable staff made me feel at ease.

Everyone pleasant and efficient despite being short staffed.

Good service, nice people

Environmental clean and comfortable. Nice staff

Just a good experience

Very polite and efficient. Very clean and bright as well.

Quickly seen very friendly and efficient nurse

Everything was easy to do, check in etc and I was seen on time and all questions answered. A positive experience

Sister, I saw this morning, listened, gave good advice and information. I presume you are referring to today's appointment.

**Not Recommended**

Waited 40 minutes past my appointment time for a 2-minute injection.