**Friends & Family Survey Results**

**JULY 2024**

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

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

|  |  |  |
| --- | --- | --- |
|  |  | % of returns |
| 47 | Very good | 94% |
| 3 | Good | 6% |
| 0 | Neither good nor poor | 0% |
| 0 | Poor | 0% |
| 0 | Very poor | 0% |
| 0 | Don’t Know | 0% |

**Recommended**

Everyone is so friendly, helpful and efficient.

Friendly staff and appointment on time

I have been a patient for many years and have always had the help I needed.

Appointment made for the same morning, seen on time, issues dealt with, super personal interaction.

Really easy to check in, new building is very smart and modern and was seen promptly by the nurse who did a great job at taking blood as painlessly as

possible

The receptionist was very helpful and friendly and the nurse I saw very nice too.

Appointment On time, bloods done quickly no waiting round

Because the nursing staff and doctors are totally professional with total respect to all. On another note, you could do with extra staff on dispensary one person is definitely not enough! Queues are always an issue, when questioned with waiting issue dispensary staff answer "there's only one on duty"! Poor things they must be run off their feet, but again do their best

Dr. Morris made a thorough diagnosis to identify my problem and proposed a practical solution.

Very professional and efficient nurse with a nice manner.

Always very good, I have been quite a lot lately and always excellent service both from reception and doctor.

Prompt appointment, lovely GP thorough and helpful and explained well. Receptionist helpful with follow up items.

Dr Morris is my new doctor, she is so much better than my previous, she is approachable, kind, and her knowledge is impeccable. So relieved to have swapped to her. One visit and solved a long ongoing problem. So grateful.

Always polite and helpful - I visited the nurse this morning who

Surgery nicely laid out and GP could not have done more. Shame about limited parking though - worth pressing authorities re compulsory purchase order of adjacent field?

Dr listening to my concerns and getting tests done

Excellent service I got to see a doctor the same day that I rang for an appointment.

Seen quickly - good service and I like texts reminding me about appt too. Very friendly professional staff

I was so pleased at all the care and attention I received

My appointment ran to time. The nurse was pleasant and attentive

Because sister was v helpful

Excellent GP and a good practice

Quickly seen by nurse and treated professionally

Was seen on time was dealt with professionally and with curtesy and was not rushed and felt encouraged to ask questions

Because you can't say anything wrong about our doctors as I have been with them all my life and that's a long time.

Efficient sign in, exceptional clean, short wait for doctor. My only concern was the time I had to wait for getting the actual appointment that being two and a

half weeks

The appointment time was kept by the nurse, very professional.

Efficient and friendly member of staff.

Efficient

Everything was calm and I was seen as promptly as possible with no hassle!!

Prompt appointment, efficient management of my ongoing medical issues, helpful staff, kind in an emergency, easy to be seen quickly.

Very helpful new Practice Nurse, who explained everything fully and was very polite

Managed to get my daughter in the day she needed. Antibiotics prescribed for infection

**Not Recommended**