**Friends & Family Survey Results**

**JUNE 2024**

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

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

|  |  |  |
| --- | --- | --- |
|  |  | % of returns |
| 41 | Very good | 82% |
| 7 | Good | 14% |
| 0 | Neither good nor poor | 0% |
| 1 | Poor | 2% |
| 1 | Very poor | 2% |
| 0 | Don’t Know | 0% |

**Recommended**

Very thorough appt and tho I overran the 10 mins, I felt very satisfied by the time given to me.

As always prompt service and polite

We got an appointment on the same day, but we had to wait 20 minutes before we got seen

The doctor took time and examined me very carefully before deciding on a clear route forward.

Everyone is very helpful at the surgery and pleasant.

I wish I could opt higher.

Efficiency of service

The staff very courteous and helpful, explaining the procedures as they went along.

See above. 1 Excellent. Receptionist quickly fitted me into appointments. Doctor very thorough and diagnosed the illness quickly. Empathic and professional

1. Excellent.

Doctor, pharmacy, and reception all worked perfectly we are very lucky to have such excellent surgery.

Easy to book, appointment on time, lovely nurse.

Always helpful, caring, and consistent outstanding service. We are so fortunate.

As always, an efficient service, friendly and professional staff.

I only phoned for appointment in the morning. Got appointment at 4.00pm. The doctor was new but really competent. His manner was professional but

friendly. He said that he was determined to get me better. Prescribed medication which I am now taking.

The doctor was very thorough.

Very satisfied with the help and support

The surgery provides excellent service in all aspects of health care.

My doctor was thorough and listened to me.

Good contact pre appointment, all expectations of consultation exceeded.

We have always received good, efficient, and friendly service.

I have been seen quick every time and nice staff.

Friendly efficient. Very thorough appt and tho I overran the 10 mins, I felt very satisfied by the time given to me.

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Friendly efficient.

Very quick appointment. Thoughtful and attentive care. But shame it's 3 weeks wait for a blood test.

Didn't have to wait long and the nurse was very pleasant and efficient so was good.

Always courteous and friendly. Great service. It's a pleasure to

My daughters grandfather took her today as a chaperone and Dr Henney treated Jess with full respect

Because my experience has been that the surgery and staff are extremely efficient and pleasant to deal with.

Always a great service

Very happy with experience today

Nice place and friendly nurse

Appointment was convenient and met my requirements.

Very good service

Blood taken with ease by Joy when I am difficult to give blood.

On time appointment, pleasant staff, clean surgery,

Had no problem getting appointment doctor very understanding.

**Not Recommended**

all I was asked was what I wanted, very few suggestions, minimal help provided.