**Friends & Family Survey Results**

**AUGUST 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% |
| 1 | Neither good nor poor | 2% |
| 0 | Poor | 0% |
| 1 | Very poor | 2% |
| 0 | Don’t Know | 0% |

**Recommended**

Cleanliness and helpful doctor

Surgery is now stunning Always respectful, nothing is too much trouble, phones answered , we are very lucky to have such a wonderful surgery staff &,doctors

I have an eye infection and have been to the opticians twice, but it was not improving so I called first thing this morning and was given 10.40am appointment with Dr Henny who prescribed a week’s course of antibiotic to try and nip it in the bud. I was very grateful for such a quick response.

Excellent staff and experience

Always an excellent service. GP listened and was courteous and professional

I have found all our experiences with the surgery as exceptional. Great to have a busy doctor that you can get an appointment easily. Whatever you are doing you are doing it right!

Dr Edney was excellent.

Always get excellent service

I couldn't wish for a better service. I have been with this surgery for 36yrs and have always been looked after extremely well when needed.

The new layout of the practice is amazing, and money well spent. I was waiting over 20 minutes after my appointment time. Honestly, I don't mind I had the time but for elderly people the wait could be unfair

GP Morris extremely empathetic and practical

Every helpful clean and understanding

I had a blood test. The nurse was on time and very pleasant.

Appointment was on time and was able to park easily. GP had good interpersonal skills and had a good knowledge of my medical needs. Thank you.

Went in on time and she could not have been nicer.

Everything was professionally executed.

Had a nurse’s appointment & was seen promptly.

Excellent service don't have to wait an age for appointments. Everyone very courteous.

As I am an ill person with different health needs quite often, my surgery do their best with me I cannot fault doctors or nurses. Reception staff are not always helpful

I was seen on time. The test was carried out without any problems by a friendly, pleasant HCA. Can't think of any way it could have been improved.

Prompt response from reception for appointment. Appointment on time excellent service

Felt the nurse I saw today was helpful and professional

Laurel Bank has been my doctors for around 25 years and the service, advise and treatment has always been fabulous.

Quick response Friendly staff

Nearly all the staff are polite and helpful. Genuine attempts are made to meet your requests. My GP provides clear answers to specific questions

Excellent explanation of symptoms

Dr Hargreaves is always so polite & professional. She is genuinely caring & attentive.

My appointment was on time the nurse was very polite and made you feel at ease and removed stitches without any fuss

Excellent service from all departments.

I was very happy with the way I was treated from the receptionist to the Dr, courteous and caring Thank you

The surgery from the minute you walk in to when you leave is brilliant. Can I say that Dr Morris is fabulous

No waiting

Understanding my concerns and a treatment plan discussed with follow up.

8.50 am appointment and not seen till around 9.10 am. Previous appointment told I have a cystocele and pessary could help. This appointment for pessary different doctor says it's not needed and couldn't see/feel a cystocele. Helpful information given and scan booked.

Laurel Bank Surgery is very, very good, Doctors and all the team are superb, we are lucky to have you.

The Doctors are absolutely amazing at the surgery, they listen very carefully to what you are saying and then ensure that you receive the very best advice and treatment.

All the staff I have met have been wonderful. I would like to say a huge Thank you to all the staff at the Surgery.

The receptionist was very helpful, and the nurse was on time and very thorough.

Very professional service by all the team

Welcoming service at pharmacy and reception ease of making appointments and efficient staff

**Not Recommended**

**Passive**

unnecessary delay with referrals not good. But professional, polite, calm, clean and efficient with standard processes like blood