**Friends & Family Survey Results**

**September 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**

Lovely nurse, felt really comfortable, and just overall great service

On time, lovely nurse, very straightforward appointment

Excellent service from Dr Henney, he is patient, thorough, very knowledgeable and has time for you as an individual

The doctor was very good and sorted out problems out quickly but with care.

Doctor was good but appointment delayed

I have always been treated in a professional way by all staff, doctors and nurses at the surgery. When I need to see a doctor, I can mostly get an appointment.

I am very happy with the service I receive.

Lovely helpful staff and doctors. Clean and comfortable environment.

Friendly and open nurse

Apt on time and got the help/information I need Rd

Always pleasant reception staff. Efficient service. Spacious & airy surroundings

Taken on time, very efficient, friendly & knowledgeable nurse!

Prompt service & attention to detail, as always.

On time and the nurse was very good

We are very lucky we have Malpas surgery. Other people complaining about their DRS and we always get appoint when needed and service is excellent

Was seen quickly by a doctor.

Very pleasant staff who answered my queries efficiently.

I had a very fast appointment. Met my new assigned doctor, Dr. Morris. She listened to my request for a blood test (iron in particular )

An appt has been made for 10th September. The surgery were fantastic with me btw..dressings overseen by Dr Davies from time to time. I am very happy with the practice and consider we are lucky to have Laurel Bank operating the way it does. The patient still seems to be at the top of the pile Thank you

Fitted me in quickly and were very helpful

Feel they have my best interest at heart and am happy to trust in the team to give me the best possible support. This doesn't mean I feel they couldn't do with more funding as scheduled appointments lead times have increased drastically.

Efficient booking in on arrival, my doctor was prompt in seeing and pleasant as always. He answered my questions.

Punctuality, pleasant staff, good surroundings

Felt at ease good serve

Can't fault service

Quick appointment and excellent advice from Dr Hargreaves

Easy to check in, doctor was as expected and receptionist available to make another appointment as I left.

Professional and caring service.

Very good professional and helpful

Appointment on time. Pleasant experience.

I gave the answer because I really do think the service is brilliant. Thank you very much x

Very efficient

I can't fault our surgery in Malpas. Absolutely brilliant service from everyone. We are moving to Farndon in December and hope to be able to stay with Malpas

Helpful stuff

Very prompt and friendly service.

Everything was on time and service perfect

**Not Recommended**

I have been waiting for a call with Dr that has not happened. This follows extremely frustrating experience trying to make an appointment.

**Passive**

Appointment was 20 minutes late, no apology and although dr was helpful not very personable to my 3-year-old.