**Friends & Family Survey Results**

**February 2025**

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| Total No of Returns | 78 |
| Waiting Room | 0 |
| Website | 0 |
| Text Message | 78 |

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

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|  |  | % of returns |
| 69 | Very good | 88 |
| 7 | Good | 9 |
| 2 | Neither good nor poor | 3 |
| 0 | Poor | 0 |
| 0 | Very poor | 0 |
| 0 | Don’t Know | 0 |

**Recommended**

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| Fast appointment and seen on time. |
| Efficient, friendly helpful. |
| Managed to be seen on the day, short wait when I arrived, Doctor was efficient and friendly.  |
| Was seen on time by a very friendly nurse, in a clean and tidy examination room. |
| I was dealt with in a friendly and knowledgeable way.  |
| Very informative. |
| Very grateful to fit me in under urgent. Proved to be correct move all round. |
| The surgery and the staff and the doctors you cannot fault them.  |
| As usual efficient and friendly personal attention. |
| It's very clean but the waiting area could do with being a little bit bigger. |
| Appointment on time and great checking in system. |
| I did not wait long in the waiting room and had plenty of time to discuss with the doctor what I wanted to cover, what I needed. |
| Arranged hospital appointments within few days of seeing doctor. Staff always helpful. |
| Usual attentive service with the pharmacist. Full and informed examination and discussion of future treatment options. I am very happy and grateful for this annual service. |
| Very polite & good service for me at this time. |
| Quick appointment access, excellent patient care, kind staff.  |
| Nothing |
| The Dr is trying to get answers to my ongoing issues from the hospital, I have further tests, to hopefully gain answers. |
| Timely polite efficient. |
| The receptionist managed to get me a prompt appointment due to my urgent request and I saw Dr Morris the same morning. Dr Morris was very thorough, very kind and understanding and went out of her way to reassure me.  |
| Very good service. |
| The appointment was carried out in a very professional manner, but also a very relaxed and friendly manner. I also had time to discuss issues associated with the appointment and one that wasn’t. This is what I expect from surgery appointments. So I’m happy, hence the answer. Thank you.  |
| The service was quick and easy. Staff were friendly and engaging.  |
| I managed to get an early appointment after a cancellation so very appreciative. Seen by Dr Amy Evitts whom I have seen previously once before, both times has been moved things on quickly after diagnosis.  |
| Excellent service as always. Staff friendly and helpful. |
| Great service. |
| Firstly, the receptionist went out of her way to find me an appointment. On the day, everything was on time, the nurse was efficient but friendly and happily answered my questions. Couldn't have asked for more!...thank you. |
| The GP was very clear what was wrong with me, and things that were being put on place to help. |
| N/A |
| Appointment easy to register and started on time. Pharmacist very affable and detailed results he was finding clearly. Advice given with plenty of reasoning.  |
| Rang on a Monday morning which I thought would be really busy but call was answered promptly and I was given an appointment for that morning.  |
| My concerns were dealt with.  |
| Quick and easy to get appt. Dr Snowden was kind, listened and gave me the info and treatment that I needed. I felt very well looked after.  |
| Good clarity. |
| Excellent as usual. |
| Quick and gave information in an understandable manner.  |
| Matching expectations. |
| Always an excellent service.  |
| There was no wait for my appointment. The nurse was lovely, professional and friendly and very efficient. I was in and out in 10 minutes, it couldn’t have been better, thank you. |
| Dr Morris ...excellent. |
| I always find everyone at Laurel Bank very helpful. |
| Dr Morris goes out of her way to help, nothing is too much trouble. We are lucky to have her at the surgery.  |
| Short wait. Thorough. |
| The doctor was very apologetic as he was a bit late seeing me but he was very good at examining my problem and going through the problem!! Perfect doctor to make you feel at ease, good man. |
| Very helpful.  |
| A bit of a wait on reception but it was a last-minute emergency appointment so fine. Dr Hargreaves was excellent.  |
| Very punctual, informative and calm atmosphere. Consideration given and not rushed in any way. |
| Dr Penny Morris is very attentive to looking after my medical needs. I feel very confident in having her as my GP.  |
| I achieved what I wanted. |
| Was happy with appointment and have no further observations. Thankyou. |
| Nothing! |
| Appt on time. Nurse very efficient and lovely. |
| Didn’t wait too long in reception and doctor was excellent. |
| The service I have always received has always been excellent. Thank you. |
| I didn't have to wait too long and Dr Evitts was very thorough. |
| Efficient and helpful. |
| Always efficient and friendly service.  |
| Very helpful and friendly and came across as interested in my problems.  |
| Friendly and very professional. |
| Very impressed with the thoroughness of the examination, and the doctor patient relationship. |
| I had the same Clinical Pharmacist as my previous year, he remembered much about what I had said that hadn’t been put into the computer and I was very impressed. Also we talked about my diet and lifestyle in detail and he showed great interest. Nothing that I said was too much trouble and I never felt that he was rushing to get onto the next patient or that I was wasting his time. I came away from the meeting feeling quite positive unlike other recent visits there to the physio.  |
| I was provided with an appointment within 48 hrs was seen promptly and with respect. I recommend your practice very highly. First rate.  |
| I forgot to sign in on arrival. After waiting 45 minutes my problem was noticed and I was slotted into Dr Snowden's busy schedule. |
| Staff did their very best to get me an appointment couldn’t ask for more. |
| Dr was great and very attentive to my questions - very happy with the practice.  |
| Pippa is Very quick efficient helpful. |
| Very attentive and made me feel comfortable.  |
| Sorted out my problem efficiently and promptly.  |
| Due to the appointment times, and hardly any waiting this me time in surgery...  |
| Good service. |
| Nearly on time so didn't have wait too long in the waiting room. Nurse was friendly and knew what was needed.  |
| 35-minute wait time, understand why this happens but could be improved.  |
| Nurse was lovely and professional, but system couldn’t find when I last had breast screening.  |
| Went as expected. |
| Due to a misunderstanding, my morning appointment had been cancelled, but I was given an afternoon one. Doctor was very understanding. |
| The doctor was very good. |

**Not Recommended**

**Passive**

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| Kept waiting for nearly 30 mins after booked appointment time. Did not feel that the doctor really listened to me and my concerns. |
| Because I was prescribed a medication that was flagged on my notes that I had had a bad reaction to s number of years ago and I did not realise it was the same medication until I had the same violent reaction. |