**Friends & Family Survey Results**

**March 2025**

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| Total No of Returns | 120 |
| Waiting Room | 0 |
| Website | 0 |
| Text Message | 120 |

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

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| --- | --- | --- |
|  |  | % of returns |
| 112 | Very good | 93 |
| 7 | Good | 6 |
| 0 | Neither good nor poor | 0 |
| 0 | Poor | 0 |
| 0 | Very poor | 0 |
| 1 | Don’t Know | 1 |
|  |  |  |

**Recommended**

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| **Very clear and easy to understand. I was able to explain my self and the doctor listened.** |
| **Very detailed questions and the doctor listened. Also explained where necessary. I did not feel pressured.** |
| **Efficient timely appointment.** |
|  **Thought the medical professional was very thorough.** |
| **On time and the blood test was quick and pain free.** |
| **Great staff & Doctor Evitts is fantastic.** |
| **Dr Morris is understanding, takes time to discuss all of your options and I felt listened to. Very happy with Dr Morris being my new family doctor.**  |
| **The nurse I had was amazing.**  |
| **Dr Morris was extremely helpful and understanding. Thank you so much :)** |
| **Malpas Surgery are just amazing. Every GP there is outstanding, and they always have time for you.**  |
| **The nurse was helpful and made me feel comfortable and at ease** |
| **First class as usual**  |
| **All good. Great staff. Appointment on time**  |
| **Nurse Sara was excellent and understanding** |
| **Very kind and thoughtful**  |
| **The nurse was friendly, professional and helpful and I’ve also had follow up communication regarding my results. There is nothing that could have been done better. Thank you** |
| **No. I was more than satisfied with my consultation**  |
| **My blood test was carried out quickly and considerately due to my phobia of needles**  |
| **Appointment was on time, everyone was friendly and professional.** |
| **My visit was very well organised, everything went according to plan. The surgery staff were very helpful, so all went according plan.**  |
| **The whole process from start to finish has been excellent. Dr Henney has been fantastic, my treatment is still ongoing, but the level of care so far has been brilliant. Thanks** |
| **Dr Morris is very helpful and a brilliant listener** |
| **Friendly and helpful** |
| **Excellent service. Kind and considerate staff and doctors.** |
| **didn’t have to wait long the receptionist was polite & efficient**  |
| **My appt was on time. Dr Morris was courteous and sympathetic and very informative. Also I didn’t feel rushed.** |
| **Very professional sympathetic and efficient**  |
| **Had 2 appointments this week. One for Diabetes check, the 2nd for blood test. Both ran on time and staff members were friendly, knowledgeable and helpful. I have another appointment tomorrow with physio.**  |
| **Your doctor was excellent but she didn’t know what the hospital referring unit was called and this made me very anxious. It’s called the SDEC same day emergency care but she fast tracked my appointment, and I was extremely pleased with how it all went I will bring the brochure to the surgery so you can show doctors that visit your practice where to refer people**  |
| **Very caring doctor - thorough in his questioning. Kept me informed step by step and act d swiftly in getting me to A&E** |
| **It's a calm clean environment t and all the staff are so understanding and supportive.** |
| **Very pleasant young nurse** |
| **Appoint on time. Very well seen too.**  |
| **Was able to see the doctor the same day I called, Dr was very helpful & friendly**  |
| **Very responsive as usual** |
| **The doctor is very good sorting my problem out. I hope you give me some antibiotics to get rid of my problem.** |
| **As my doctor listens and was very helpful**  |
| **Understanding GP very thorough**  |
| **What a wonderful GP surgery! The Doctors are all just amazing. Our family’s Doctor: Dr Evitts is so kind, caring, knowledgeable and always makes our family feel at ease. Our son has autism and she always remembers him, his needs, asks about him, asks if my daughter and family is well and we are very lucky to be patients under your practice. All the staff are so lovely, the reception are always so friendly and helpful too. I was recently sent into hospital from the GP practice and the care I received from yourselves as always was just everything I could ever ask for. Thank you so much for the care you deliver and the compassion you show while doing it.**  |
| **Dr Morris was very nice and very helpful** |
| **Fairly easy to make appointment, delay at appointment was not excessive and the GP was very helpful. Opportunity to make appointment booking even easier and keep waiting times to a minimum, which would increase “score” to very good, cheers.** |
| **Receptionist very helpful in guiding me to the right service. Clinician friendly, helpful and knowledgeable**  |
| **I was very satisfied with nurse practitioner**  |
| **On time and a helpful consultation**  |
| **Always helpful understanding**  |
| **An RVS injection that was both painless and straight forward.** |
| **Could not have received any better treatment. Very pleased** |
| **I usually get very excellent service. from the doctor I saw yesterday.**  |
| **Dr spent time and explained to me.** |
| **Listened to my concern and arranged follow up review. Was a good thorough consultation**  |
| **My appointment for diabetic review was very good as always,** |
| **I was seen promptly by a pleasant nurse who did the job as quickly as possible**  |
| **Very prompt appointment time and health care professional excellent.** |
| **Nurse was very pleasant**  |
| **Very nice and pleasant nurse** |
| **On time, bright and airy waiting space. Very pleasant nurse. A nice and smooth visit.**  |
| **Friendly and professional member of staff. Positive experience**  |
| **Appointment was on time, felt very listened to and reassured, everything explained well - great service as always thanks**  |
| **very friendly and efficient service by the nurse** |
| **Wait time was bearable. Dr explained everything clearly and made sure I understood. The only problem was finding how to get out of the surgery!** |
| **The doctor was very friendly and answered all my questions. A very good appointment.** |
| **Polite staff, knowledgeable doctor. Ideally less than 3 weeks wait for an appointment.**  |
| **Excellent service from booking appointment through to the actual appointment. All staff kind and friendly**  |
| **Dr was very helpful and sympathetic, did everything she could to help, l have always found everyone at the surgery both helpful and friendly.** |
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| **Dr Morris explains very well. very helpful and through and gets straight to the point**  |
| **Very efficient appointment, good service from Reception staff very helpful** |
| **Service was good but waiting room felt stressful for someone with autism** |
| **Excellent advice** |
| **The member of staff answering the phone were professional and very helpful. The appointment was on time and Dr Evitts was empathetic, supportive and professional**  |
| **Appointments are always on time. Nurse with today’s helper, sorry I can’t remember her name were lovely, going over all my medication with me and explaining exactly how to use each item.**  |
| **On time and friendly and quick!**  |
| **Excellent patient care. Genuine interest and concern given. Extremely professional.** |
| **On time, nurse was lovely and friendly. Fantastic experience**  |
| **Very prompt and professional service** |
| **Always good service at Malpas** |
| **I was made to feel very relaxed; l was able to explain my medical condition l was very happy and relaxed**  |
| **The nurse who took my blood sample, and Dr Henney (2 appointments in 1 day) were very pleasant and helpful, as usual** |
| **Problem dealt with** |
| **Dr Morris was extremely thorough and listened to my concerns and I felt reassured.** |
| **Dr Morris was extremely thorough and listened to my concerns. I felt reassured by what she said.** |
| **Appointments were organised easily by reception. Dr listened to what I had to say and explained the medication review. The practice nurse was friendly, efficient and professional.**  |
| **On time and the nurse was excellent, very professional**  |
| **Doctors really listened to my concerns & did not just give me 'textbook' answers, but helpful advice.** |
| **Dr was excellent**  |
| **Pippa was empathetic & informative. Excellent patient experience.**  |
| **Excellent punctual service. Always friendly, knowledgeable advice.**  |
| **I was seen by a doctor on time. He fixed me help from hospital at home.** |
| **I gave my answer because I'm unable to find any fault with the service I received. The only thing I think could be made better is. Since the redesign of the surgery, the lack of privacy when discussing anything with the reception, and the whole of the waiting room able to listen in.** |
| **Everything was perfect that day.** |
| **Quick service and very thorough.** |
| **I was listened to carefully with time & consideration & the next course of action taken alongside a follow up & information**  |
| **I got a last min appointment**  |
| **Call with doctor was good but I had cancelled and rearranged appointment on this app, but it hadn’t been registered with the surgery.**  |
| **Doctor was thorough and sensitive to my issue**  |
| **Prompt. A\*** |
| **On time appointment and very helpful advice from Dr Morris. All good** |
| **Very nice on the reception all round ok** |
| **Full confidence in GP and grateful for quick appointment and fast action as a result** |
| **Appointment on time. Didn’t have to wait more than a few minutes. Very attentive, caring doctor who I felt very comfortable with.** |
| **It was good.**  |
| **Very prompt appointment and follow up** |
| **Ease of booking and short waiting time in clinic**  |
| **Prompt friendly and very helpful** |
| **Very positive approach to my symptoms- I felt the appropriate time was taken to diagnose. I would certainly want to be treated by this doctor again.** |
| **No, you were excellent.** |
| **On time and great service** |
| **Excellent professional service and advice** |
| **I had a very useful and helpful consultation with Dr Edney.**  |
| **There was quite a long wait to see the doctor** |
| **I was seen on time and the nurse was very pleasant and efficient**  |
| **The receptionists are efficient and helpful, as are the doctors and nurses. I consider myself lucky to be in the Malpas catchment area for Laurel bank surgery.** |
| **This visit was very good, but other times I have waited longer than necessary to be called in** |
| **Appointment was on time & the nurse had time to deal with me** |
| **Very pleasant and helpful**  |
| **Fast and efficient and very welcoming team** |
| **I was seen on time and by a very polite experienced nurse.** |
| **2 recent appointments first with the pharma guy called George the second with Dr Henney satisfied with both** |
| **Excellent in every way.** |
| **Every moment of the visit was to the highest standard**  |