**Friends & Family Survey Results**

**April 2025**

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

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

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|  |  | % of returns |
| 45 | Very good | 90 |
| 5 | Good | 10 |
| 0 | Neither good nor poor | 0 |
| 0 | Poor | 0 |
| 0 | Very poor | 0 |
| 0 | Don’t Know | 0 |

**Recommended**

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| |  | | --- | | No complaints, seen on time and all done very professionally | | Good | | The only improvement I would say would be the noise level in the waiting room. It gets so loud that you can't hear your name being called. I don't know how you would rectify it though!? Partitions maybe? Carry on with the great work. | | Long waits to see either nurse or doctor, i do understand the over runs of the appointed from the initial appointment time, very good service from Dispensary | | Difficult to say. Several issues were discussed. There seems to be no new ways to alleviate them, so I will follow the advice given. | | Always the best service and they always listen and never make you feel rushed or unimportant. | | Very prompt appointment, on time very informative and reassuring discussion | | Prompt, helpful, efficient | | Excellent experience with GP given my complex problems | | Professional service | | Always listened too and reassured | | Both the doctor and receptionist were very good at responding to my needs | | Very caring, polite and couldn’t wish for better | | The nurse answered all my questions and was very pleasant to talk to. | | Laurel Bank Surgery was, as always, a very completely satisfying experience. | | Appointment on time and efficient service | | The nurse was very pleasant and professional | | Seen on time and great staff | | On time, very lovely manner and bloods taken easily | | Very convenient appointment instead of journey to Chester hospital and Radiologist and nurse both very pleasant and easy to talk to | | Very satisfied | | Everything was efficiently delt with both by phone and face to face nothing could have been better | | Prompt service | | Everything was dealt with professionally and all the staff are pleasant and helpful. | | Because they prioritise in a manner that makes sense. Always polite and courteous. They listen as well as hear. | | I feel Doctor Evitts very kind and listen to your problems | | Doctor was taking the time to clearly what I needed to do. | | Knowledgeable, helpful, empathetic | | Session with Clinical pharmacist. Extremely helpful!!! What a brilliant initiative. Expertise of a pharmacist being used properly. Five-star service!!! | | On time very friendly nurse | | My issue was understood, and a clear diagnosis & plan was agreed. | | My concerns were recognised and dealt with promptly | | It was a phone appointment following blood tests, the Doctor was clear and informative and listened to what I had to say, thank you. | | Everything they are always helpful and polite | | Because I was so pleased with service | | Got what I needed to feel better. Although trying to get a appointment was a struggle | | Telephone call near time and conversation with booked Doctor. | | Excellent service and care | | Always very helpful | | Saw a doctor quickly. | | No problems. Very efficient. No complaints. Happy | | The Doctor listened carefully and recommended treatment. Perhaps have a screen between the reception and the main waiting room so that there is more privacy for patients when they are attending the surgery. | | My treatment was given in a very professional and informative way | | Very good thank you | |  | | Doctor very helpful | | On time, polite service and very efficient | | Prompt caring service | | On time, friendly and thorough | | Prompt, efficient helpful | | |
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| **Not Recommended**  **Passive** |
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