**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 |
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| 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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