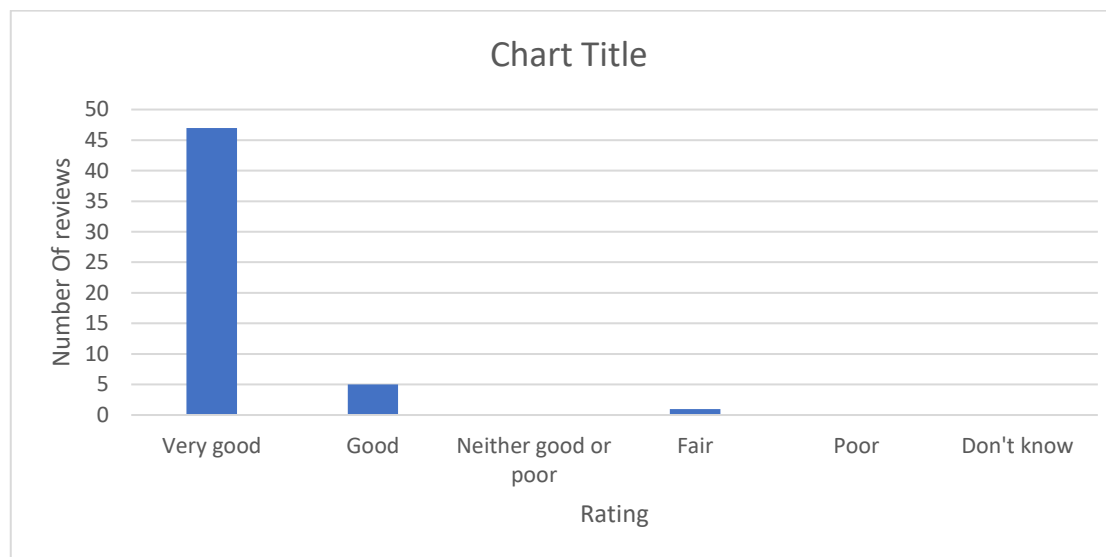


December 2023 – Friends and Family Test Feedback

Overall, how was your experience of the service you received?



Overall, how was your experience of the service you received?	Please can you tell us why you gave your answer?	Please tell us what we are doing well?	Please tell us how we can improve?
Very good	Very good communication	Listening Helpful staff in person and on telephone. Able to see gp quickly and gp have time spend with you	Listen to patient, investigate more
Very good	Very helpful reception staff		Can't find anything, practise is great
Very good	Visit to practise to make appointment. No problems	No comment	Health monitoring is not as good as it was since pandemic

Good	Staff efficient + pleasant + helpful	See Above	Less time hanging on the phone easier to get appointment
Very good	Very kind staff	n/a	n/a
Very good	All Staff helpful	Prompt service	Nothing
Very good	Seen on time, great welcome arriving, brilliant service	Communication is regular, quick to respond	n/a
Very good		Efficient easy to access gp	some gps are quick to make a diagnosis rather than listen to their patients
Very good	I made a call for a doctor appointment given the same day 45 mins after phone call	Prompt to answer the phone, very friendly	Nothing
Very good	Very helpful	Friendly and helpful	
Very good	Helpful information/advice. Kind + friendly		
Very good	Receptionist extremely helpful supporting me with patient access	n/a	n/a
Very good	Very polite, no delays	Giving a service	Today was perfect (another day perhaps might be different depending on staff)
Good		Available for appointment	
Very good	Responded quickly & booked everything I needed efficiently- thank you	Everything	not sure if you can
Very good	lovely friendly personal service	good communication, pleasant staff	Can't think of anything
Very good	Sam the receptionist went the extra mile in sorting out my query today	I can always get through when I ring and I found every individual to be very pleasant, helpful, knowledgeable	to provide more proactive testing service each year (blood sugar, cholesterol, blood pressure, prostate (for men)
Very good	All recent appointments have been on time and dealt with relevant issues or referred to specialist	Nothing obvious, generally good	Parking
Very good	Friendly, helpful and professional	As above	n/a

Very good	Prompt, timely appointments	As above	More f2f appointment
Very good	Good service		
Very good	Cannot fault dispensary + reception faultless		
Very good	Receptionists brilliant		
Good	This is my gp from when I was a baby so lots of respect	Listens to problems and deals with mom well	n/a
Very good	Friendly + helpful	Accessible	Car parking would be a huge assest
Very good	Priority situation reconised in busy bank hol period & urgency appreciated	Responding inhouse providing community service	Attempting to priotise on appointment procedure when heading appointment on the day so situations don't deteriorate again
Very good	I am sasitifed with the practice	Friendly reception	
Very good		Helpful reception staff	more appointment If possible
Very good	Everybody is always very helpful	I have always managed to see a doctor or nurse when I need to	n/a
Very good	Quick & efficient and good check	Easy to get an appt when needed	n/a
Very good	great service		
Very good	Helpful staff	Greeting people	Make the sun shine or snow either or
Very good	To help improve service	usually can get an appoinment	The booking service seems to be not working well
Very good	Treated by carolyn, great service, always friendly & polite	Friendly staff	
Very good	Had amazing review with carolyn		
Very good			
Very good	Always polite and in a good mood	Careful and in a direct in passionate reassurance	n/a
Very good	prompt appointment, care and attention	easy to book appointment	Cannot fault
Good	Requested gp to look at a lump in my arm (got appointment two weeks later)	No complaints, always had good service	See above

Very good	Always get to see a gp on the same day if needed	Friendly, generally on time. Able to get appointment when required great messaging system	
Very good	The receptionist has been amazing. Helped me more than needed	Receptionist is understanding and caring	Seeing the same doctor each day
Very good	Dr scivens was very helpful, receptionist too	Appointment on the day is good	more bookable in advance appointment
Very good	Staff at reception always friendly and helpful	See Above	It will be nice to see the same gp. Don't really know what to do after a blood test
Very good	Polite and professional receptionist. We were able to get an appointment. Friendly and supportive team.	Availibility of appointments. Communication in general is good. We feel listened to and supported	n/a
Very good	Been coming for years, great service	keep doing what your're doing	
Very good	Clean enviroment, excellent listening by all staff. Dr knows my situation	Communication , not using one size fits all approach	get histology quicker
Very good	excellent staff + service	Everything	Already excellent
Very good	Reception girls so helpful and kind	Everything	Bridge house is the best surgery I've ever been under
Very good	All was helpful	Explain in easy ways	No way
Very good	you always feel that the doctors listen to you		Nothing
Fair	Dr not very empathetic but provided medicines needed	Generally I cannot praise the practice highly enough. Good to know that there is an opportunity to get on the day appointment	Keep on pushing the messag about paramacist for minor illness
Good	Dr rang at correct time.	You have engaged with my health issues.	Advance appointment bookings
Very Good	Able to get a face to face, same day appointment	Online appointment booking	Ability to book a follow up appointment with the same doctor would be beneficial