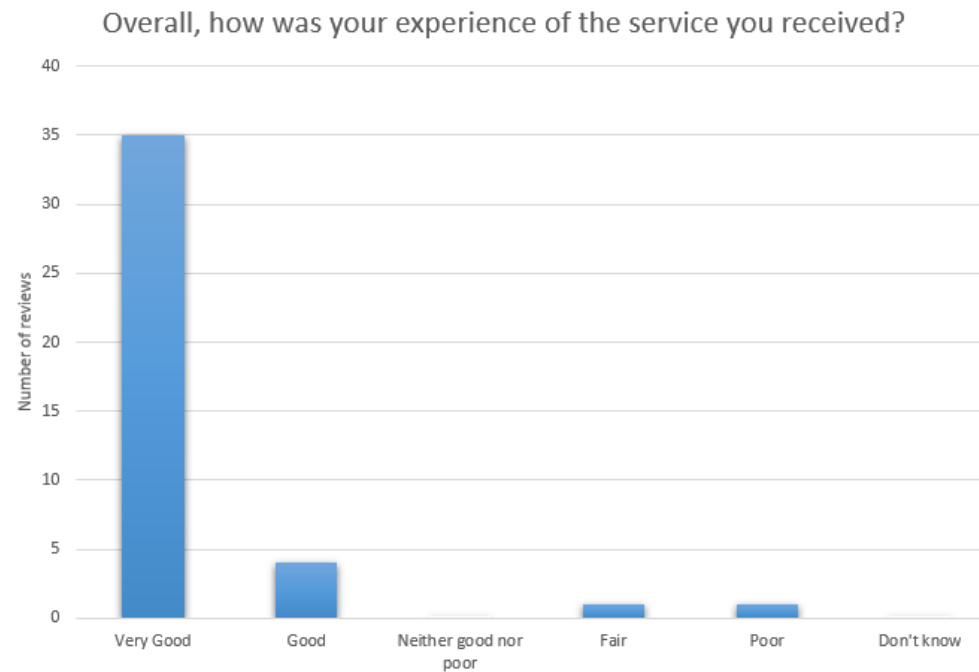


## November 2023 – Friends and Family Test Feedback



Rating	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	friendly and efficient		
Very Good	Friendly and helpful and easy to contact	Everything	Can't think, best doctors surgery we had
Very Good	Friendly receptionists always smiling and helpful		Needs decoration
Very Good	Always helpful, pleasant, caring and understanding from receptionists and gp & support workers	Doing the best to signpost, get appointments when required	Problem getting covid vac for autistic child here opposed to birmingham and further afield. Needed as vulnerable person in home just had cancer removed
Very Good	Highly professional, kind, empathetic, considerate and thorough consultation	Appointments are available both face to face and via telephone	All is as it should be, keep it up please
Very Good	Everyone was very helpful		Can't think of anything
Very Good	Excellent service from Julie Sadler	Being thorough, putting me at ease	

Very Good	Friendly, patience, not rushed	Frienly, helpful	Appointment- online booking availibility (not major issue)
Very Good			
Very Good	The surgery is always responsive and helpful	taking my health concerns seriously	online refferal system is lengthy
Very Good	Very kind & helpful staff	answering the phone promptly & always professional	
Very Good	Staff are excellent at all levels		Decoration of practice is outdated, walls are a mess, needs decorating!
Very Good	Very pleasant & helpful staff		Touchscreen not accurate
Very Good	Prompt, polite & kind	helpful + friendly	
Very Good	Always helpful	As above	Stay the same
Very Good		Quick & friendly	
Very Good	Excellent staff		Nothing keep doing what you are doing
Very Good	bethan is efficient and cheerful and asks when she needs to	good booking system, great staff	
Very Good	They try and get you in and listen	To get in to see me a gp or nurse when they can and around my work	Text when on training if people do not see email
Very Good	Mandy was so helpful when I came to organise my blood test. Kerry was so kind and helpful on the telephone	very understanding on the telephone, arranging the necessary doctors to help me	I am more than satistied with the service you provide. Car parking is a bit of a problem
Very Good	Staff were kind, patient and respectable. Very helpful experience	Listening	
Very Good			
Very Good			Tidy decoration, walls need decorating.
Very Good	Cheerful Happy Receptionists		
Very Good	Dispensary and reception always pleasant and helpful		
Very Good	Very efficent	East to get appointment	
Very Good	Reception staff always so helpful	listening to the patients and caring	No comment
Very Good	Excellent service as usual	Everything	Nothing
Very Good	call made on time, lottie was formal and clear	surgery working well	telephone message on calls- not good idea
Very Good	Very happy with a great gp practice	Speedy appointment, always helpful, trendy staff	
Very Good	because you are all very helpful	don't change	you don't need to
Very Good	My husband was given an urgent appointment on the day	Receptionist was very helpful and understanding	keep doing what you are doing

Very Good	Speed of service- pleasant conversation, receptionist very helpful	Ringing on the day - so far have always managed to get appointment that day	
Very Good	We've never had to complain here. Everyone is kind and cheerful	Responding to patients needs	Nothing
Very Good	Prompt, quick at seeing me	Very efficient	
	I was kept waiting 10 minutes at reception The lady on reception was dealing with a call She acknowledged me but the call went on a long time and then she completed something in the screen before getting to me		
Poor	There were others in reception who could have helped	Politeness if receptionist	Others willing to help
Good doctors		Appointment booking process	
Good	pleasant staff		nothing
Good	Happy with the treatment I get	make an appointment when required at short notice	
Good			
Fair	fairly good time keeping	polite staff, caring & kind	Availibilty of appointments