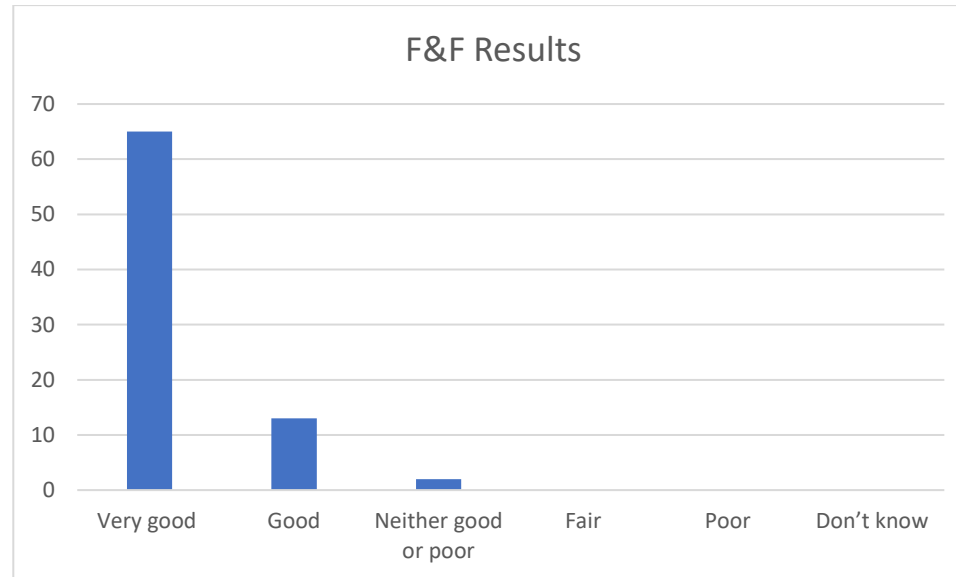


April 2024 – Friends and Family Test Feedback

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	Staff are friendly	Great customer service	Text reminders of appointments
Very Good	All staff very efficient and polite in and out in 5 mins	Efficiency of appointments system. Greeting patients	
Very Good	Staff very friendly and efficient	Bridge house services are always very good	Nothing I can think of
Very Good	Coming in is like having a get together with old friends. Makes me feel a loved member	Being so welcome like old friends	You cannot improve. You do it all
Very Good	Quick and easy reception. Seen promptly		

Very Good	on time, friendly for covid booster	Calling patients for annual review. Appointments always available and staff/ Doctors friendly and patient.	Can't think of anything
Very Good	Fast and painless	Very friendly	
Very Good			
Very Good	Friendly + helpful. Wonderful welcome as we walked through the door	Patient care and making us feel relief	Nothing keep doing what you are doing
Very Good	Your reception this morning + other times is always so pleasant + polite. Lovely lady	Good doctors and great practice	Nothing
Very Good	Thank receptionist for being so nice when I phone up		
Very Good	Have never had any problems, making appointments	Friendly, efficient	Website has become very complicated- could benefit from some
Very Good	Doctor was very good	We got an appointment on the day	We are very satisfied with things
Very Good	Pleasant staff always helpful		
Very Good			
Very Good	pleasant staff, no waiting	Good service	No improvement needed
Good	No problem whatsoever	Very good	Everything was fine
Very Good	It was the truth	Timing no long wait, cheerful	
Very Good			
Very Good	Good and helpful, couldn't get any better		
Very Good		Great	
Good	All very well		
Very Good	Satisfied	Patients relations good	
Very Good	Always helpful		Parking and decoration
Very Good	Can always see a doctor when necessary	Above	Parking facilities
Good	Staff were helpful, smiled and were efficient in getting me sorted	Have to say reception is much more helpful and feel there is a kinder tone when helping to get sorted	
Very Good	Service always excellent and I can always see a doctor	Easy to communicate with	
Very Good	Always helpful and accommodating with appointments. Friendly service	Clean, efficient, flexible and helpful	NA
Very Good			put Jeremy vine on the tv while waiting
Very Good	Excellent service from reception this morning	Helpful + friendly. Able to get me an appointment for today	
Neither good nor Poor	We have had good treatment from some doctors and not so good from others	We are usually able to get an appointment the same day	Working with health visitors

Very Good	Always treated very well	Attentive	
Very Good			
Very Good	Friendly and understanding	All	
Very Good	Happy friendly reception staff, great staff and brilliant GPs		Parking and décor needs updating
Very Good	we've been with you for over 50 years + never wanted to change	Dr Scrivens is exceptionally good in terms of a family doctor. In relation to my husband's parkinsons	Text when I can have my over 60 wellness
Very Good	Staff are cheerful and helpful	See 2	You could have someone answering on the phone after 3pm on a Tuesday
Very Good	I had no waiting and the nurse was efficient	Continuing to administer these jobs	Keep doing what you are doing
Good	Recent blood test did not cover cholesterol needs another test	General care and checks	Face to face appointments
Very Good	Nurse carolyn very good	Always friendly DRs + staff	
Good	Got an appointment quickly		
Very Good	Gps and nurses are excellent. Receptionists always helpful so are dispensary	Everything	Parking - Decoraction and laides toilet is a disgrace, please do something about it
Neither good nor Poor	Not easy to get an appointment with my doctor	Dr scrivens is excellent. Always interested in helping with all problems	By not having everyone racing at 8am
Very Good			
Very Good	Generally good service and friendly.	During surgery appointments - very good. Repeat perscriptions I feel could be quicker. We've had to wait over a week	
Very Good	Prompt polite service	All what I have help with	n/a
Very Good	Had emergency Appt	Patient care	
Very Good			
Good	it was good	Everything	
Very Good	Always are friendly + informative	As above	
Good			
Good	Had to wait beyond appt time		
Very Good	Staff is always very friendly and help	Listening and very helpful	n/a
Very Good			
Good	Generally happy with the service. Good attention. Usually easy to get appointments	Good attention, kind gps, online appointments booking works well	Last minute cancellation of appointments

Very Good	Appointments with Dr Yu- very patient and clear advice. Pleasant young man	Friendly staff	
Very Good	I would give this surgery 10/10 for patient care and availability of appointments	Always polite on the phone + helpful. Drs and nurses are brilliant and really listen and help. Availability of appts is brilliant	n/a
Good	Booked via app. Appointment was easy, only problem delayed in seeing doctor (not a problem)	Good, not too much waiting	Good as it is
Very Good	Lovely manner with patients. Caring and supportive of needs	Can usually get an appointment. Timings at practice are great to	n/a
Very Good	We have never been given a reason to say otherwise always get a appts when needed	always friendly and helpful	
Very Good		Having physicians associate at the practice. Found they are vital in helping DRs time. SB is exceptional and should be able to see more patients with other things. They have more time and listen. We should be making more advantage of them often more.	
Very Good			
Good			
Very Good	Very efficient	Friendly face	
Very Good			
Very Good	Good doctors, great nurses, helpful receptionists. Overall great practice		
Very Good	All staff treat you very good with a lot of respect	Treating people with corsetry + understanding	I find this practice first class.
Very Good			Parking + lift
Very Good	All good excellent staff		Parking, bike rack
Very Good	unwell over bank holiday - called this morning & offered an appt this afternoon. Great service. Staff & receptionist very friendly and helpful	Friendly efficient service	n/a
Very Good	Always willing to go above and beyond when necessary	Very pleased reception staff and pharmacist	I don't think you can
Very Good	I've got no complaints at all	Very helpful	I can't think of anything
Very Good	prompt , phone answered quickly	All staff very friendly and helpful	Access to surgery could be improved for disabled patients
Very Good	Quick, friendly service.	As above	
Very Good	The staff is lovely and polite	Fast service, easy access to online and telephone bookings	

Good	Needed 3 consultations to resolve the problem	Good access to appt	Good already
Good	Pleasant, curtious		Open later + weekends
Very Good	Staff always helpful	Listen to you	Carry on as you are
Very Good	Helpful staff on reception and good advice/ help from doctors	Same as above	Can't think of anything at present
Very Good			
