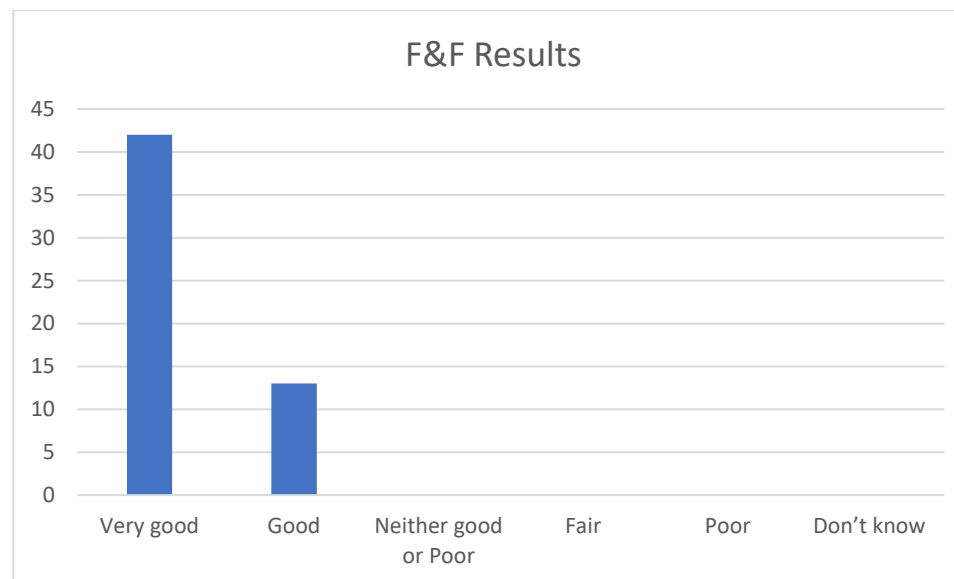


## February 2024 – Friends and Family Test Feedback

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	Dr rogers very helpful in discussing 3 matters in one appointment	Reception helpful	Parking difficult if bringing in elderly person who can't walk far. Nurse appointment was only for diabetes? Needed help with hearing
Good	People on reception very helpful	Easy to get an appointment	N/A
Good	Frienly reception, Good online service- prompt response	Nice to have music on rather than silence	N/A
Good			
Very good	Always a pleasure to come in		
Very good	Staff friendly & very helpful	Helpfulness getting appointment	
Good	Good service, good staff		Needs decorating + parking

Very good	All really good, especially lottie and mandy	Everything	
Very good	Receptionists are very helpful	Everything	
Very good	Lovely surgery, Friendly staff	Listen, accommodating	
Very good	Good working relationship between Dispensary and reception who helped sort my issue out	Keep doing what you are all doing	
Good	Got a last minute appointment which is unusual	Phone wait time seems to be left	I don't think you need to ask what the appointment is for at the time of booking, sometimes it is personal
Very good			Needs parking + decoration
Very good	Able to get all appointments promptly on app	Check in service worked, friendly staff, clean environment	Not sure, don't need this service often (thank goodness)
Very good	I was help immediately wonderful service	Empathic staff, nothing is too much trouble. Thank you	Keep doing what you're doing
Good	Friendly, have time for you		Books to read while waiting
Very good	Reception very helpful with helping to sort patient access for parents		
Very good	I have been seen in a professional timely manner and feel a valued patient	Care and ability to book appointment via the NHS app	
Very good	Great surgery, great staff	Staff all levels professional all the time	Parking + decoration of the practice
Very good	you were able to accommodate on appointment for my daughter at short notice	Friendly & helpful staff with polite telephone manner. Clean and bright waiting area	Perhaps some childrens books in the waiting room
Good			
Very good	the staff were professional and attentive everyone here and always very friendly	Being friendly and supportive	
Very good	Just amazing ,kind, understanding & compassionate	Absolutely everything	No improvements, needed
Very good	All good :)	Everything	
Very good	Dr was helpful + arranged tests appointment for follow up	DR has a helpful manner. Surgery log in screen is good	Not sure
Very good	Ability to get an appointment, online booking possibilities, helpful and friendly reception	Above	Difficult to book with own dr
Good	Short delay in seeing doctor	Always able to make appointment	

Good	was able to get an appointment, receptionist was friendly/ helpful. Good advice from doctor	Good Service	
Very good	Not always on time, service is received is always good	Consutations	Appointment making
Very good	Friendly + helpful reception team	Keeping different appointments together	n/a
Very good			
Very good	Reception staff are so friendly and are always happy to help	There is nothing you are doing wrong	
Very good	DR Ross very attentive + caring	Nothing you're not	Gin & tonic on arrival would be nice
Good	waiting time quite long	No problem checking into surgery	Shorter waiting time if possible
Very good	Always been pleased in the past	I've been pleased service received	don't know
Very good	Very good doctors, very friendly people		nothing
Very good	Always fantastic service from you all	Fantastic service over the years	
Very good	Dealt with promptly	friendly and compassionate reception staff	
Very good	Seem quickly dealt with kindness and respect	as above + friendly efficient reception	N/A
Very good	Booked an appointment + receptionist polite and quick	Not much to say regarding appointment booking	
Very good	Doctor very good, got app straight away	on time, app straight away	
Very good	Everyone is helpful and friendly	Everything	
Very good	Appointment was book same morning, seen about 5 mins late. Dr efficient, reassuring helpful	N/A	N/A
Good			
Very good	Everything good, good service		
Good			
Very good	always friendly reception		
Very good			
Very good	Friendly team at reception & dispensary. Doctors are very helpful	usually able to get an appointment, caring staff	N/A
Good	Always make every effort to help	Always polite and very helpful	More flexibility on appt days available
Very good	its true	Everything	Can't improve- all good

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Very good	helpful friendly efficient staff who are knowledgeable and happy	N/A	
Very good	Easily have appt	Helpful receptionists	car parking
Very good	Receptionists are lovely really helpful	Receptionists as above	
Very good	Friendly staff, polite and welcoming	N/A	Parking + décor