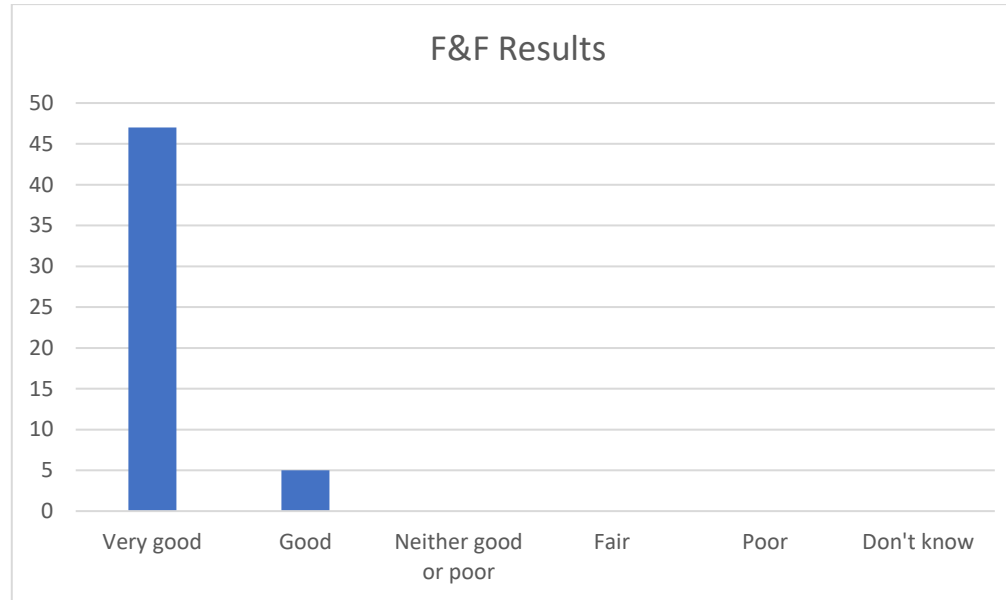


January 2024 – Friends and Family Test Feedback

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	I have always found everything good and I have been with the surgery for many years	Reception staff very accomendating and pleasant to me treats important	Nothing
Very Good	Dr rogers was very well informed and helpful	We were seen on time and Dr rogers answered all the questions, plus provided new medication	Nothing
Good	Always friendly	Good telephone manner	phone us when our review is due
Very Good	First time seeing this doctor	Very friendly	
Very Good	Always good service	Everything	n/a
Very Good	Dr kennedy took my concerns seriously and ordered a number of tests to clarify what the issue is	Excellent waiting times. Enough time in appointment	Not sure as service I have had is excellent
Very good	Received the feedback I needed via a telephone call from the surgery	Using the practice nurses to take pressure off the drs appointments	Always difficult to get through on the phone

Very good			
Very good	Because it is		
Very good	I needed a form for my husband and it was printed straight away	very efficient	N/A
Good	Helpful receptionist	Helpful with queries	Don't Know
Very Good	Polite and answered all queries	Interaction is good	n/a
Very good	You always get things sorted out for me	Good for appointment usual on the day or phone call	n/a
Very good	Dispensary "brilliantly efficient"	Telephone conversation answered all queries and sorted issue	n/a
Very good	Dispensary very helpful along with ladies on reception		
very Good	Friendly, polite & helpful. Managed to get an appointment. Dr was able to help	Prompt attention helpful	
Very Good	Friendly polite and helpful	Reception very helpful	
Very Good	Appointment rescheduled called well executed	Mostly everything	
Very Good	It was very good	Friendly, efficient	
Very Good	Doctors seem considerate + staff also	Listen to me	
Very Good			
Very Good	Good Staff from reception, dispensary doctors, nurses		Needs decoration
Very Good	ECG by nurse seen afterwards by Dr Hall. No appointment but took the time to explain my condition	face to face interactions with all staff are excellent	Quicker and easier access to appointment with nurse
Very Good	Friendly staff, nice experience	Helpful	All okay at the moment
Very Good	Quick and friendly service	Response time	n/a
Very Good			
Very Good	Quick , efficient + polite	Julie Sadler is brilliant support for my mum	Parking
Very Good	Always get you in quickly	Helpful staff always by then best to help you	
Very Good	I had a phone call from Dr scrivens 1 week after my appointment to check how I was feeling	The service from the doctors is first rate	Tel phone appointment at 8:00 are a bit hit or miss
Very Good			
Good	Reception Staff are all lovely	Polite, caring, communication	Décor is depressing
Very Good	Always Good		
Very Good	All Good		Nothing
Very Good	Trusted doctors	Short waiting time, efficient check in process	Great ability to book short notice
Very Good			
Very Good	Helpful friendly staff		Parking is hard
Very Good	Because the staff are always helpful and polite	Always returns calls	No improvement

Good	Staff are professional		more appointment available in the future
Very Good	I was having trouble getting a blood test , jane and mandy leap into action, problem solved		My husband, I have struggled with appts unlike what we hear from other people/ surgeries
Very Good	warm welcome from mandy and kerry	Upgrade to patient access for F2F appointment booking facility	Greater access to F2F app rather than phone calls
Very Good	Bubbly receptionist	Always good service	
Very Good	Gp arranged an appointment for me to see a physio		
Very Good	Everyone friendly explained what was happening Dr Stein was very helpful	welcome, feeling valued	
Good	Staff very helpful	As Above	Excellent service
Very Good	Appointment easy to make and staff are very pleasant	Easy to get through phone, well managed, pleasant staff	Can't think of anything, maybe if appointment are running late to say how long you are going to wait
Very Good	Easy access to appointment following online consult	Responsive	Allow out of hours E consult
Very Good	Very helpful and polite	Front desk	Just keep doing what you do now
Very Good	Very friendly reception staff member	Suitable advice and guidance	
Very Good	Lovely Team, really caring	Everything from enquiries to getting better	N/A
Very Good	Best Receptionists in the past 12 months		
Very Good	The whole team is extremely supportive and very responsive, polite, efficient	The communication and service is always first class	Ensure any new staff are fully aware of the very high standards you have