

## January 2025 – Friends and Family Test Feedback

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



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|---|--|---|------------------------------------|
| 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   | Recpetion ladies are lovely  | Friendly service  | Nothing                            |
| Very Good   | All receptionists always helpful   | Got appointments when needed  |                                    |
| Very Good   | Recpetionists amazing helpful supportive. Came in tearful got an appointment straightaway. Surgery is the best never had an issue. | Great service   |                                    |
| Good  | Carolyn was great, Very helpful and squeezed me in for urgent bloods   | Very accommodating :)   |                                    |
| Good  | Easy to get appointments   |   |                                    |
| Very Good   | Great Doctors  |   | Toys in waiting room for kids      |
| Very Good   | Saw the nurse carolyn and she is lovely and gave great service   | Been here for 25 years and it's a great practice never had any issues |                                    |
| Very Good   | Good doctors   | Friendly service  | Leaflets in reception              |

|           |   |                            |   |
|-----------|---|----------------------------|---|
| Very Good | Great staff, receptionists always helpful, Beth is lovely                                 |                            | Downstairs rooms need to be available, Decoration or lack of it                             |
| Very Good |   |                            |   |
| Very Good | Friendly helpful staff, Receptionists are best I have come across as I am new to the area |                            | Décor bit outdated  |
| Good      | Just good all round from receptionists to nurses to doctors                               |                            | Have your dispensary open til 6 as I have to come in and it's bene closed or closed at 12pm |
| Good      | Nurses are really firendly  | Great service              | Some books to read while waiting  |
| Good      | Hard to get afternoon appointments  | Good Doctors               | More afternoon availibility   |
| Very Good | Mandy took her time with us to sort out our patient access                                | Such a friendly team       | Nothing I can think of  |
|           |   | Go above and Beyond for us |   |
| Very Good | Dispensary helped me with new medication  |                            | Nothing   |
| Good      | Had to wait for a while for the appointment   | Good doctors through       | Waiting times   |
| Good      | Got fitted in for Dressing last minute  | Friendly nurses            | Nothing   |
| Good      | The windows look great!   | Friendly faces             |   |
| Very Good | Don't get blinded by the sun anymore in the waiting room                                  | Efficient                  |   |

#### Key points on "Please tell us how we can improve?"

|   |   |
|---|---|
| Décor bit outdated  | We completely understand this and do agree with you. We have recently put up privacy film on the reception glass to make the room brighter and to obscure the view from outside in.   |
| Have your dispensary open til 6 as I have to come in and it's bene closed or closed at 12pm | Unfortunately, we do not have the staffing to adjust the closing time adjustment. However, if anyone calls ahead and discusses what they need, there will always be a receptionist to potentially handover what is required.<br>The Dispensary close on a Thursday from mid-day to allow catch up time for prescriptions, medication requests, emails and GP requests. However, as previously mentioned, if you contact the dispensary in advance, they will always try to accommodate every patient. |
| Toys in waiting room for kids   | Due to infection control, sadly our staff do not have the time to sanitise after every use. This is a subject that is quite often raised and it will be discussed at our meetings to see if this is something that can be implemented.  |