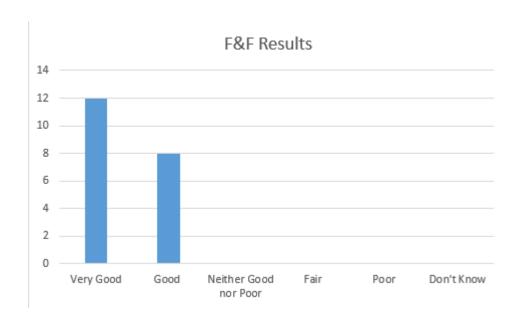
January 2025 – Friends and Family Test Feedback

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	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
Vary Good	Saw the purce carelyn and the it levely and gave great conside	Been here for 25 years and it's a great practice never	
Very Good Very Good	Saw the nurse carolyn and she is lovely and gave great service Good doctors	had any issues Friendly service	Leaflets in reception
very dood	duou uuctuis	Friendly service	Leanets in reception

			Downstairs rooms need to be available,
Very Good	Great staff, receptionists always helpful, Beth is lovely		Decoration or lack of it
Very Good			
	Friendly helpful staff, Receptionists are best I have come across as I		
Very Good	am new to the area		Décor bit outdated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 availbility
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	
Very Good	Dispensary helped me with new medication	us	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	
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Key points on "Please tell us how we can improve?"

	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.
Décor bit outdated	
	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.
Have your dispensary open til 6 as I have to	The Dispensary close on a Thursday from mid-day to allow catch up time for prescriptions, medication requests, emails and
come in and it's bene closed or closed at	GP requests. However, as previously mentioned, if you contact the dispensary in advance, they will always try to
12pm	accommodate every patient.
	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
Toys in waiting room for kids	raised and it will be discussed at our meetings to see if this is something that can be implemented.