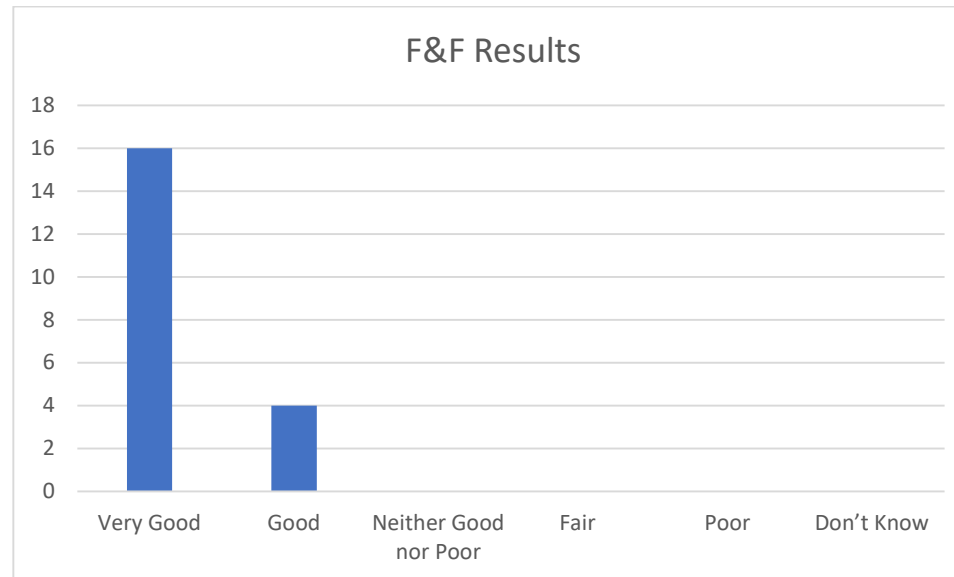


## February 2025 – Friends and Family Test Feedback

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



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	Called up in the morning, got an appointment with Dr Yu. Amazing Doctor	Amazing receptionists, Mandy is so kind and helpful.	Nothing
Very Good	Saw Beth today such a lovely knowledgeable nurse.	Receptionists always helpful	Decoration eg walls need updating
Very Good	Kerry was very efficient on the phone, getting me into for an appointment with Dr Paige	Waiting time on the phone	Nothing
Good	Great Doctors however had to wait a long time to be seen	Great Care	Waiting times, nearly ran out of parking time.
Very Good	New to the surgery don't realise how good you all are. Saw Dr Paige great Doctor	See Above	Nothing
Very Good	Came into reception to book my RVS Vaccine after receiving my invite. Got booked in the same week to have it	Fast appointment times	Nothing keep up the good service

Very Good	Dr Hall is the best Doctor, always gives the best care	Always feel in safe hands in this surgery	Stairs are difficult to get up
Very Good	Hurt my knee, got straight in for an appointment	Receptionists are beautiful ladies, Very friendly and kind	
Good	Lovely Surgery however need more after school appointments	Always give good care	Struggle to get my children in for an afternoon appointment when it's the only time I can get them in.
Very Good	I am so very impressed by the care given by my Doctor	Had an operation recently, got the supported needed	
Very Good	Amazing Practice	Always Polite and professional	Needs reading material in waiting rooms
Good	Good Doctors	Lovely welcome from Receptionists	Annoying how I have to go to Stratford Hospital to have bloods taken
Very Good	Professional service from any doctor I see	Feel looked after	Needs parking out front just for patients only
very Good	Great Nurses	Quick easy appointment	
Very Good	Excellent requested Meds online didn't work came into surgery at 5:30 spoke to excellent lady Julie sorted in minutes. Fab Lady	Julie in dispensary with her weight in gold	
Very Good	Been to see David Whitfield for a second time with different problems and he gets me sorted. Big thanks for him	Think it's good to be able to see him without bothering Drs. David gives me exercises that are really helping me out.	Please keep this service going
Very Good	Saw Doctor and got nurses appointment straight away for ECG	Carolyn is very friendly	
Good	Great Staff however wish we could drop samples in anytime		Find it difficult to drop a sample in before 2pm
Very Good	I don't come in often but good staff	Receptionist rang for Taxi for me, engage in friendly conversation	Don't come in often to see any flaws
Very Good	Didn't feel rushed in appointment	Caring Staff	Not sure

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

Annoying how I have to go to Stratford Hospital to have bloods taken	As we are a very small practice, we do not have the available appointment time or staff to offer this service. In addition to this, we do not have the available parking for patient footfall that this would produce.
Struggle to get my children in for an afternoon appointment when it's the only time I can get them in.	If you need a morning appointment, please ensure you mention this when filling out a patient triage. If it is a nurse appointment that you require, please ask reception for the times that are appropriate for you. We will always try to accommodate you.
Find it difficult to drop a sample in before 2pm	Unfortunately, we are unable to amend the sample deadline as this is the last pick up time that the hospital courier offers.