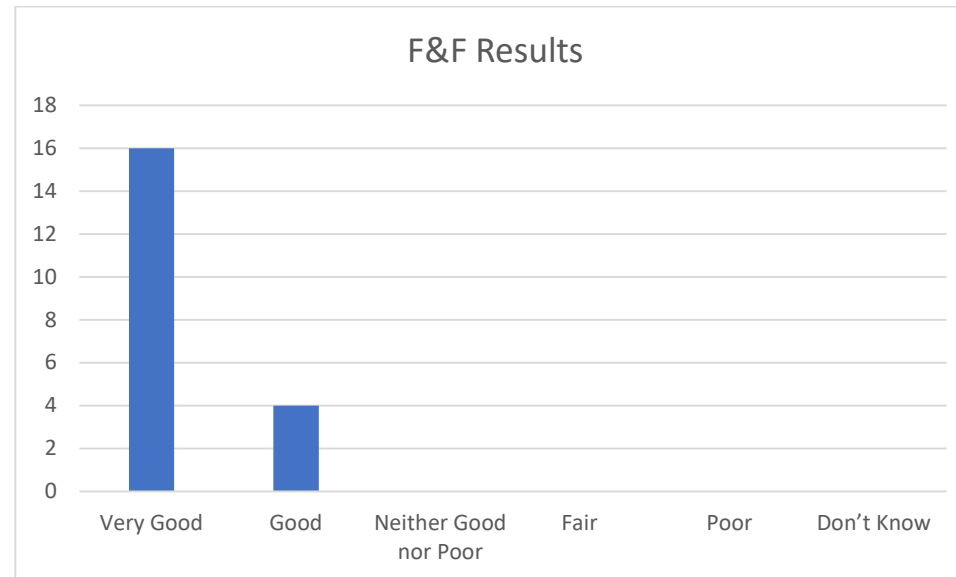


March 2025 – Friends and Family Test Feedback

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	Polite Staff	Friendly service, efficient	Background music, Radio not working
Good	Great Service	Everything	More accessibility for wheelchair users
Very Good	Dr was Excellent, Very understanding	Easy to get an appointment	Nothing
Very Good	Speedy Service	Responding to my triage really quick	Nothing
Very Good	Dr Hall is such a caring doctor	You have the best Doctors	Sometimes difficult to get an appointment
Very Good	Seen on time, great welcome arriving,	Staff are one of a kind	Parking is annoying!
Good	Unsure on new appointment system, rather call up	Good Doctors	Wish everything did not have to be online

Very Good	Welcoming Staff	Always receive the best care	Check in screen doesn't work
Very Good	Got an appointment straight away	Really helpful and easy way to get an appointment instead of calling up on the day	
Very Good	Had help in reception to put in form for an appointment, heard within 30 mins for an appointment	Fast service	I can't really say after that level of service
Good	Good service however can get busy upstairs in waiting room	Great Doctors never feel rushed	Bigger waiting room upstairs
Very Good	Had Help from Kerry with my patient access	Taking the time with us	
Very Good	Lovely staff receptionists helpful, great nurse.	Love the triage System!	
Very Good	Prompt response to online request. Call back within the hour	Speedy service and good appointment very helpful	No
Good	waiting time quite long	Getting back with appointment time	
Very Good	Mandy sat down and helped me filled out the patient form for an appointment as I am not good with technology	Got an appointment same day	
Very Good	Don't really come to the Doctors often but the Female gp I saw was really caring	Felt like they actually listened to my problems	Can't really comment as I don't see a gp often
Very Good	Clean and organised practice	Nurses, Doctors and Reception great	Update posters on wall
Very Good	Nurse Carolyn is always on time and very friendly	Caring Nurses	Some reading material while waiting
Very Good	Great communication between Patients and Doctors	New online appointment, really efficient	Nothing at the moment

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

Parking is annoying!	Unfortunately, we are unable to provide parking due to the road restrictions. We have applied to the council to allow us to add bicycle park, however, we are awaiting their reply.
Bigger waiting room upstairs	Due to the amount of clinical rooms, we have, it is not possible to extend the waiting room. However, we have put freestanding chairs next to the balcony for this reason.
Check in screen doesn't work	If the screen is not functioning as it should do, please do tell one of our receptionists so we are able to resolve this issue.