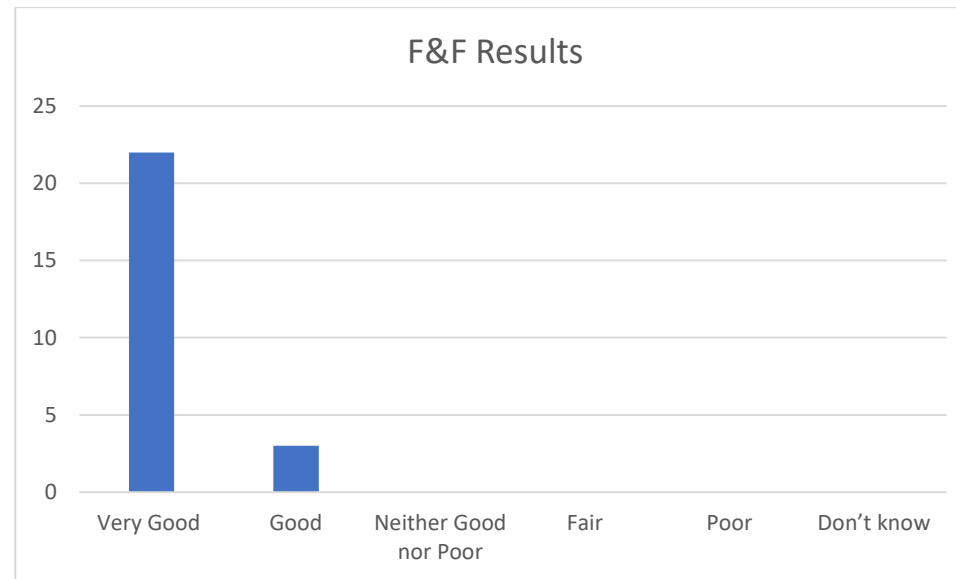


April 2025 – Friends and Family Test Feedback

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



how was 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	Like the new triage- fast appointment and can do them anytime	Not hanging on the phone anymore	Parking
Good	Friendly Staff, Very helpful	Pleasant Atmosphere	Removed blue tac from walls
Very Good	Great Nurse carolyn and helpful reception		Not sure on new system
Very Good	Sent in photos of a skin concern and was seen same day	Same day care	
Very Good	Dispensary always so friendly to talk to	Always feel welcomed when I pop in	Sometimes I do have to wait til I'm seen
Very Good	The Doctor works very hard to test me and pass results onto me	Generally Very good standards in all information.	n/a

Very Good	Had very good appointment with Dr Cordner, plan is now set in place for me	Great care and detail in appointment	Nothing!
Very Good	With new system I can see my Doctor more than I used to	Dr Hall is the best Doctor	No comment
Very Good	Saw the Doctor and was asked to be booked in with the nurse afterwards, got an appointment very next day	Really Lovely nurse	No
Very Good	Receptionist was very helping, I phoned as I had not done a triage before. Great service	Helpful staff and Doctor sorted out my meds	Keep doing what you are doing
Very Good	Because of Prompt service	When speaking one to one	?
Good	Had in depth conversation with the pharmacy about my blood pressure	Good care	Struggling getting into surgery now
Very Good	Great information on walls about groups that are available	Informing patients	May some more reading material
Very Good	Had a query about my medication, dispensary managed to sort it	Very helpful and gave me advice for next time	Not sure
Very Good	Saw David the physio, such a kind manner	Lovely staff	Nothing, keep up the service
Very Good	Had urgent appointment needed after bank holiday and managed to see someone same day	Support and care from Doctor	Nothing service is always good
Good	The link did not work when trying to book an appointment. Had to call up and book.	Good staff though	Make sure this new system works
Very Good	I came away from my appointment feeling that the GP helped me	Doctor was lovely	
Very Good	Responded quickly & booked everything	Brilliant care	not sure if you can
Very Good	I came in for my appointment, I didn't realise in my triage I should have put I needed a female doctor. I got a bit upset in reception and the ladies in reception changed it from the male doctor I was seeing to a female doctor.	Amazing friendly staff who helped me	Nothing after that service
Very Good	Unsure on new triage however got given a detailed leaflet about it.	Providing help for people who may need it	Always changing systems
Very Good	Been on the phone to dispensary they sorted me out. Always go above and beyond to help out	Great staff who try and help in many ways	
Very Good	I forgot to print off my blood form at home to take to the hospital. Came in and the lady at the front printed it off for me	Very helpful	
Very Good	Reception very friendly rang me a taxi to get home	Always happy to help me	Hard to park so have to get dropped by taxi
Very Good	You always look after me and my Husband	You have the best staff	Nothing stay as you are

Key points on “Please tell us how we can improve?”

Parking	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.
Removed blue tac from walls	We are trying to gradually upgrade all areas. We have installed privacy film which makes the waiting room brighter and a lot more private. We are applying this to all road facing windows to be in keeping with the waiting room. The feeling towards the blue tac on the walls is something that all our staff share. We are looking into how to best remove this.
Always changing systems	Really sorry to hear that you are unhappy with the change in our system. We are unsure of the other changes to the system. If you need help with filling in the patient triage questionnaire, our receptionists are more than happy to assist with this.
Struggling getting into surgery now	If you are physically unable to attend the surgery due to your physical health deteriorating, please let reception know as we might be able to refer you to additional services within the community.