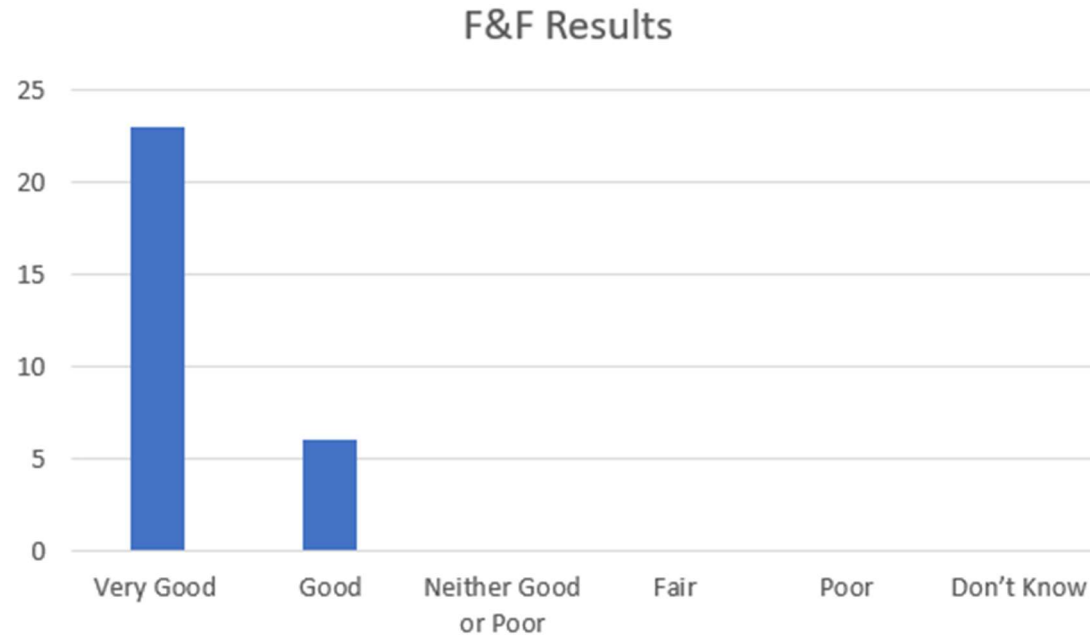


August 2025 – Friends and Family Test Feedback

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	Helpful Staff setting up my access to the app	Took their time with me	n/a
Very Good	Manage to pick up a emergency prescription from the Doctor	Had urgent telephone appointment.	Nothing to say- really great service
Very Good	Nice small surgery	Lovely Doctors	The soap in the toilets was empty
Very Good	Dispensary was shut and I had a query the reception lady did her best to help	Reception Always try and help	It is difficult when dispensary is shut as I did have an query
Very Good	Nurse was friendly	Not sure	
Good	Had a bit of a wait for my appointment	Nice Doctor I did see, very helpful	Improve waiting times?
Very Good	Dr Scrivens has been my Doctor for years, he is the best Doctor	Always received the best care from him	

Very Good	Efficient about getting all your needs met ,	Really great staff	Nothing keep it up
Very Good	I put in a Triage in the morning had an appointment to come straight down within an hour	Amazing, fast service, Now I have a plan going forward	
Very Good	Receptionist helped me get proxy access for my mother	Really helpful and took her time explaining	Not sure as I am not registered but my mother is
Good	Phone lines can be busy and bit of a wait	Really nice staff, reception are always in a happy mood	Improve phone lines but it might have been a bad day.
Very Good	Came into the surgery for my baby check. Really lovely Female Doctor who seemed to care	Lovely care and very friendly, made me feel at ease	
Very Good	Clean surgery, very quiet		
Good	I find it hard to drop in samples before 2pm due to work	It is a nice surgery	Should have more flexibility with it cause now I have to redo the sample
Very Good	Came in for a injection on my knee. Dr Hall was very professional	Finally have a bit of relief	Nothing- Doctors are always very good
Very Good	Put in a form and sent photos of my Concern, got a callback within 2 hours	Doctor was really helpful and gave me some cream	
Very Good	Friendly staff	Very friendly to everyone who came in	
Good	Had to wait a while for my Nurse appointment	She was friendly	Waiting times
Very Good	Staff are very friendly, nice place to come to	Warming environment with staff	n/a
Very Good	Seen Davis the physio, Very nice and felt very listened to	David referred me to have a Scan done	Nothing- the physio is a great addition to the surgery
Very Good	I never feel I am wasting Doctors time with any of my concerns	Always feel very supportive	Always received the best care
Very Good	I submitted a triage and everything got sorted over text	Really easy and I work full time so coming to the Doctors is hard.	
Good	Didn't feel my concerns were heard fully in the appointment but a plan was made to try and help	Not sure	Doctors may need to try and listen more?
Very Good	Seen on time, brilliant service	Lovely nursing staff	
Very Good	Had telephone appointment at first, Doctor spoke to me and then asked for me to come down to be seen	Level of care is high	No
Very Good	Communication is amazing, quick to respond	Reception always seem to be on the ball	Parking is a bit annoying but not your fault
Very Good	Was seen urgently. Really supportive and came away from the appointment feeling so much better	Friendly receptionist rang me to bring me straight down to see Doctor	Can't fault the service
Good	New Review system is complicated	Rather just have someone phone up and invite me instead of using a link	loosing a bit of social contact, everything is changing

Very Good	I needed a form for my husband and it was printed straight away	nice friendly service, reception making small talk while she was printing off the form	Unsure
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Key points on “Please tell us how we can improve?”

It is difficult when dispensary is shut as I did have an query	We’re sorry for any inconvenience caused. Our dispensary is usually open from 8:30am to 6:00pm, and on Thursdays it closes at 12:00pm. For any unforeseen closures, we recommend following us on social media where updates are shared. If you have a query when the dispensary is closed, reception will always try to help where possible.
I find it hard to drop in samples before 2pm due to work. Should have more flexibility with it cause now I have to redo the sample	We understand how frustrating this can be, especially around work commitments. Unfortunately, we’re unable to change the sample drop-off cut-off time as the hospital courier collects at 2:00pm. This is outside of the surgery’s control and something we’re not able to amend.
New Review system is complicated. Rather just have someone phone up and invite me instead of using a link. loosing a bit of social contact, everything is changing	We’re really sorry you feel this way, and we understand that changes like this can feel difficult. If you struggle to complete the online triage form, please call reception and they can talk through it with you and submit it on your behalf. If you are able to complete the form yourself, you can request a phone call rather than a text by noting this on the form.
Parking is a bit annoying but not your fault	Thank you for your understanding. Unfortunately, parking is very limited due to the surgery’s location on a one-way street. We also wish there was more parking available, as most of our staff experience the same difficulty. The limited parking spaces are reserved for doctors who need to leave the surgery to carry out home visits.
Improve phone lines but it might have been a bad day	We’re not currently aware of any issues with our phone lines, but we would appreciate it if you could let us know more details so we can investigate and, if needed, report this to our phone provider.