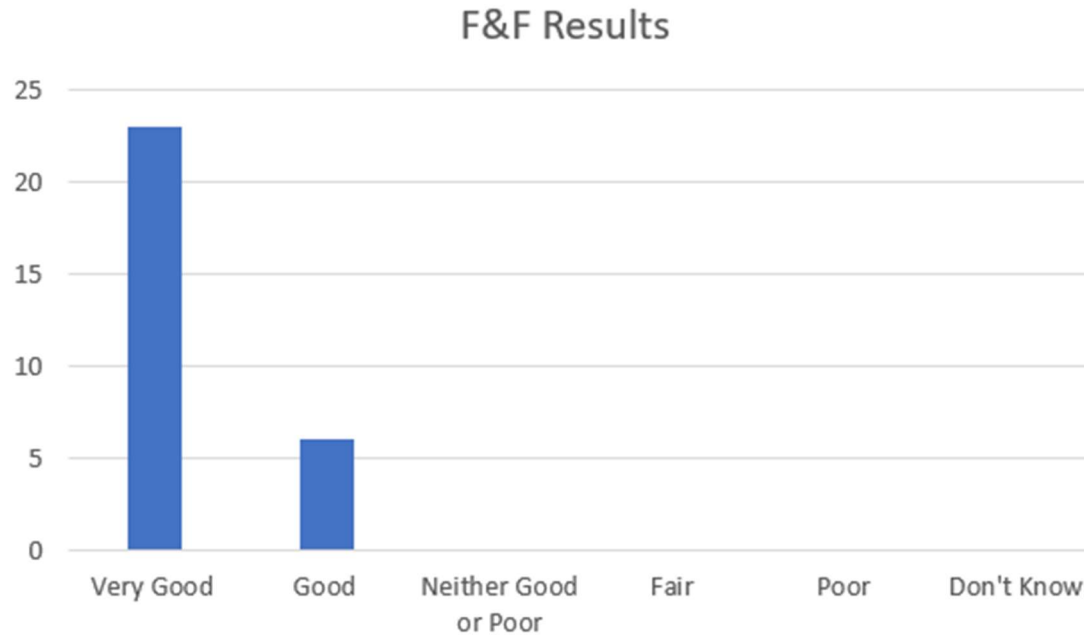


# December 2025 – Friends and Family Test Feedback

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	Dr Hall and David has really helped today and made my life a lot better.	Pain Management	
Very Good	Managed to get an same day appointment to Triage	Doctor was very detailed and I felt listened	not sure as don't come into the surgery often
Very Good	Always seen on time and Dr Hall is so informative	I always feel in safe hands with every health issue I have.	Don't let Dr Hall leave
Very Good	Very good communication from Triage	Easy fast responses	
Very Good	Was Struggling with ordering medication	A Lady in dispensary showed me how to order via the app	not sure as had good service
Good	Had to wait over 40 mins for my appointment		Communitcation about timings of appointment
Very Good	Staff very friendly and welcoming	Checked me in for my appointment and showed me where I need to wait	Nothing, had good appointment

Very Good	Got my son in for an appointment same day	Really good service and helpful Doctor	
Very Good	Straight in to see nurse	Nurse is always friendly	No issues
Very Good	Can't fault service	Dr Scrivens is such an amazing Doctor, I have been his patient for years	no improvement needed
Very Good	Came into reception needing a dressing change, got me in within the hour with a nurse	The Nurse was very good and helpful	
Very Good	Lovely receptionists helped me out with the form	Very imformative	would be easier just to ring for an appointment
Good	Good appointment, felt heard but had to wait over 20 mins	Felt like I had a good plan for my health now	not sure
Very Good	Good review of blood test results	Had a face to face appoint with Sabrina	
Good	Better Availability of appointments		Find it difficult to book appointment
Good	Was Frustrating not to be able to do a triage the over the weekend		
Very Good	Communication on the triage is so much easier.	Being able to reply straight to the Doctor not having to wait on phones	
Very Good	Very helpful on the phone this morning	Very helpful information	no you have great staff
Good	Don't really come to the surgery often and only joined this practice in september .	seem a good practice better than	
Very Good	Asthma nurse is always excellent	Lottie is very friendly	n/a
Very Good	Team are very friendly, helpful and treatment is good		
Very Good	Really great practice compared to others in the town	Good selection of Doctors	SMS appointment reminders
Good	Efficient	Doctors are good	
Very Good	Mandy on reception goes above and beyond to help me	She is a lovely receptionist	Nothing everyone is perfect!
Very Good	Daughter was back from uni over christmas got her registered as a temp and got seen the same day	Very good service and easy, lady doctor was lovely	n/a
Very Good	Ran out of medication, dispensary kindly helped me to get it sorted	Very helpful	
Very Good	Always feel reassured in appointment	Really Good Care here	
Very Good	Got seen before christmas same day appointment, really help and caring	Pleasant Doctor who took care of my needs	Can't fault
Very Good	Carolyn is a lovely nurse who ask the GP to see me after her appointment	Really great care from Nurses	

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

<p>Had to wait over 40 mins for my appointment. Communication about timings of appointment</p>	<p>Thank you for your feedback. We are very sorry you had to wait over 40 minutes for your appointment. If you are ever waiting longer than 10 minutes, please speak to reception as there may have been an issue with check-in. Occasionally, appointments can run behind schedule if GPs need to spend extra time with vulnerable patients or respond to urgent situations. This may have caused delays earlier in the day. We appreciate your patience and understanding.</p>
<p>would be easier just to ring for an appointment / Find it difficult to book appointment</p>	<p>Thank you for your feedback. If you find it difficult to use the online triage, you are very welcome to contact reception by phone or in person, and they can complete the triage on your behalf. Please note there may be a short wait, as reception also manage other tasks. One of the reasons we have moved to online triage is to free up phone lines for patients who are less able to use technology or who have additional needs. We appreciate your understanding.</p>
<p>SMS appointment reminders</p>	<p>Thank you for your feedback. We understand that SMS appointment reminders would be helpful. Unfortunately, the cost of sending reminders to all patients is currently too high for the practice. However, we will look into ways that could keep the cost down. We appreciate your understanding.</p>
<p>Was Frustrating not to be able to do a triage the over the weekend</p>	<p>Thank you for your feedback. We understand it can be frustrating not to be able to complete a triage over the weekend. For safeguarding reasons, we do not accept triage submissions at this time. If a patient's situation becomes urgent over the weekend, they may need immediate care, and we would not be able to review the triage until Monday morning. Additionally, by waiting until the start of the week, we ensure that GP time is used effectively, as some issues may resolve over the weekend and no longer require follow-up. We appreciate your understanding.</p>