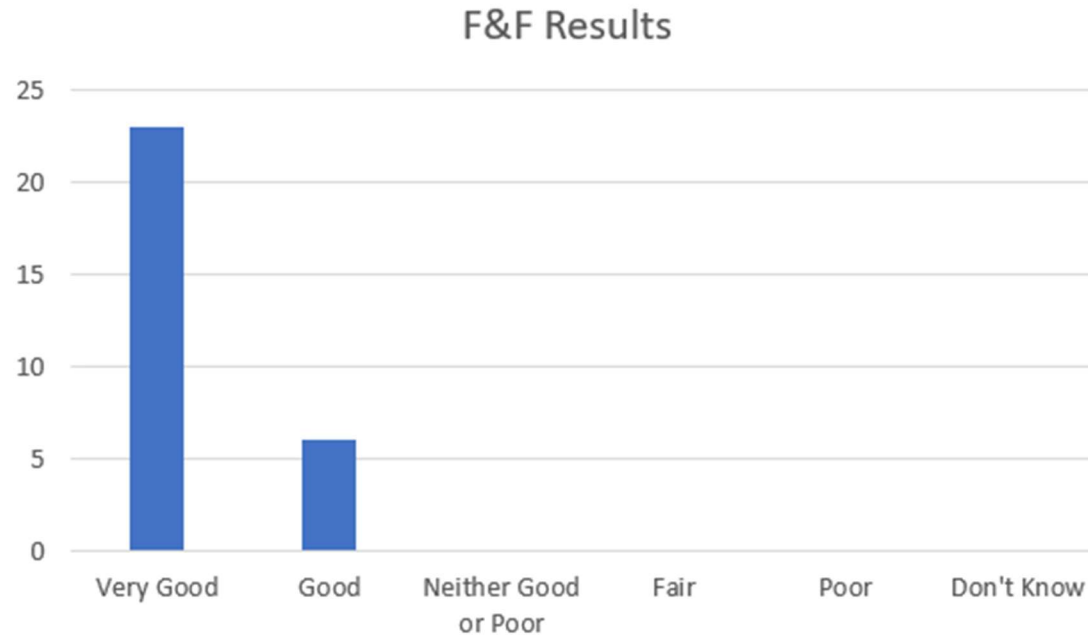


July 2025 – Friends and Family Test Feedback

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	Very supportive doctor with my ongoing issues	Really caring staff	No
Very Good	Very helpful information on the tvs while waiting.	Helpful, informative	Some leaflets to take home with us
Good	Had to go to two separate bloods test in a month. I wish it could be done all together	Doctors are very helpful	Organise tests better
Very Good	Really helpful staying open later on Tuesdays with Doctor and Nurses	Really good service for people who have kids that need afterschool appointments	
Very Good	Caring Nurse in appointment	Fitting me in for a dressing change	Can't comment
Very Good	New patient, I popped into the surgery to ask a few questions and really helpful receptionist on the front desk	So friendly and felt so welcomed	Not sure as I am new
Very Good	Submitted a Triage in and heard back for an appointment within the hour	Got seen same day which surprised me	Keep up good work

Good	Blood pressure machines being loaned out needs improving can't take card?	Pleasant staff	Don't carry cash round so I had to come back to loan a blood pressure machine out
Good	The Tolietts were a bit dirty paper on the floor		Make sure the tolletts are in good condiction
Very Good	Responded quickly on Triage	Do not need to phone anymore everything I need can be done through text	Nothing
Very Good	Seen on time, Doctor cared and we set up a plan going forward	I always feel listened	n/a
Very Good	Reception helped me set up my app login	Very helpful so I can order my medication	Not sure
Good	Since new system can be still tricky to see my own gp	Dr hall is a great Doctor	Hard to get in with Dr Hall sometimes
Very Good	Trusted Doctors that I can count on to look after my health		
Very Good	I had an appointment Cancelled, good communication to let patients know	Rescheduling wasn't a problem, Easy	It is a bit inconvenient having appointments cancelled but I understand
Very Good	Easy to come in and collect blood test forms needed	Forms were ready to collect and I went straight up to have my bloods done	
Very Good	I forgot to order my medication, Dispensary put in urgent request for me	Very helpful and sorted my medication	
Very Good	Saw Miss Sadler and she was lovely	Quick, easy appointment	
Good	Good staff	No wait for appointment	
Very Good	Helpful reminder texts	Informative	wish I got more time with my own Doctor
Very Good	Reception have a lovely team and all seem very pleasant	Always smiling and having really nice chats with us patients	Don't make any one of them leave
Very Good	Always feel very look after by my Doctor Dr Scrivens	Been his patient for years	Hard to do appointment booking in my age
Very Good	lovely staff, clean and nice atmosphere	Lovely Practice	No
Good	Had to wait a long time for appointment	Good care from Doctors though	Waiting times as my parking was going to run out
Very Good	check In screen informs you how long doctor is behind very good	Easy to check in instead of waiting to speak to reception	Not sure I don't come often
Very Good	Nurse Jen always very welcoming and always checks up on me for my weekly appointment	Feel very look looked after here	Keep all the nurses

Very Good	Dr Shoffa was a lovely female Doctor I had not seen her before but she listened to all my concerns	Felt like my concerns were heard	Waiting room can get busy sometimes
Very Good	Receptionist sat down with me and talked me through the new form	Was very helpful and took her time with me	Wish we could still ring up for appointments though
Very Good	Happy with new appointment system got an appointment straight away	Easy to get appointments	Nothing

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

Organise tests better (Had to go to two separate bloods test in a month. I wish it could be done all together)	We're very sorry for the inconvenience caused by having to attend for blood tests on separate occasions. We understand how frustrating this can be. We are currently in the process of streamlining our systems so that annual reviews, medication reviews, and any required blood tests are aligned within a patient's month of birth wherever possible. This should help reduce the need for multiple visits to the surgery.
Don't carry cash round so I had to come back to loan a blood pressure machine out	At present, we are only able to accept cash for blood pressure monitor hire, as taking card payments that will be refunded, can complicate our accounting processes. We understand this isn't ideal and appreciate your understanding. We would also like to make patients aware that the hire cost is similar to the price of purchasing a blood pressure monitor from many retailers, which may be a more convenient option for some patients.
wish I got more time with my own Doctor	We understand that patients would like more time with their GP, and we appreciate you sharing your feedback. To make sure appointments run on time for everyone, GPs work to a set appointment length, and we ask patients to focus on one problem per appointment. If you feel you need more time, please talk to the clinician about arranging a follow-up appointment.
Waiting room can get busy sometimes	The waiting room can be busy at times due to the range of clinics we run alongside GP appointments, such as vaccinations and cryotherapy. If you require an appointment at a quieter time, please speak to our reception team and they will try to accommodate this where possible.
Wish we could still ring up for appointments though	If you're unable to complete the online triage form, our reception team can do this for you over the phone. Due to demand at certain times, there may be a short wait or you may be placed on hold, but our team will be happy to help.