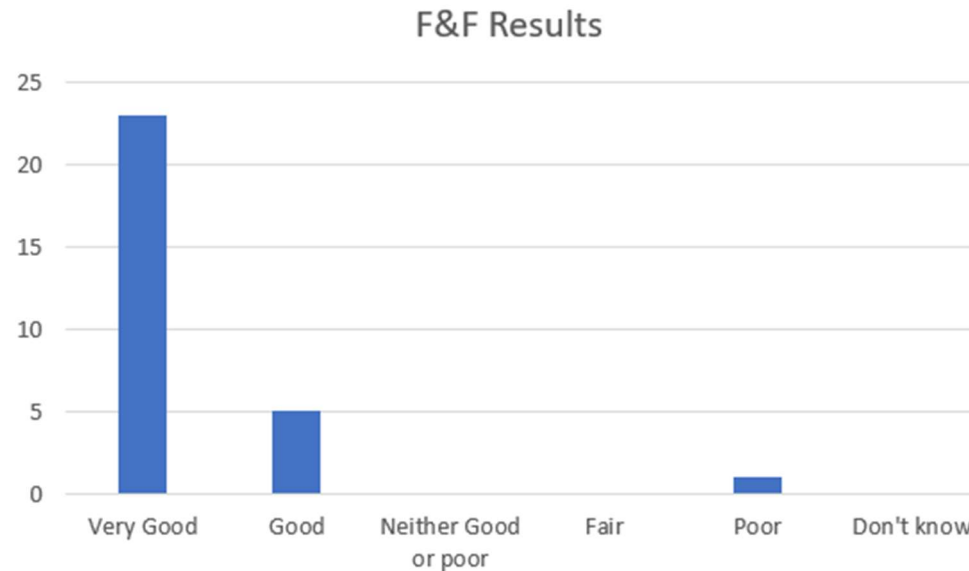


## June 2025 – Friends and Family Test Feedback

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	Put in online form for a Doctors appointment and was seen same day	Excellent and fast service	Not sure
Very Good	Came in to book a Nurses appointment, reception got me in an hour later	Friendly staff who care	Can't fault
Very Good	I don't mind the online Triage, but I do wish you could still book appointment via the app?	Such a friendly Practice	Use app more
Very Good	Came in for my Doctors appointment, reception ladies are always so helpful and in a good mood	Even when they might be busy they will stop and have a quick chat with you	
Very Good	Patient phoned in with feedback- Their request was dealt with promptly and had medication sent to pharmacy straight away.	Care that was given, helped with a speedy recovery	
Good	Had to wait to put in form in reception as they don't take appointments anymore	When filling the form, the receptionist was professional and helped me	New system isn't old people friendly

Very Good	Amazing Doctors	Very professional and they care about your health	
Very Good	Helping my mother with her appointment and staff are so welcoming	Always seem to go above and beyond to help with her needs	Nothing
Good	Really do not like using the link to book appointment	Doctors are always good	Not a useful way to book appointment for myself
Very Good	Never feel rushed	Great care	Parking is annoying but out of your guys control
Very Good	Recently joined the Practice, reception took the time letting me know how to make appointments	Really helpful	Not sure as I am new
Good	Not bad appointment		
Very Good	Dispensary helped me with my hospital letter	They sorted out my medication I needed	
Very Good	Great Communication	Informative notices, always keep us updated	No
Very Good		Nice staff	
Very Good	Reception rang me as I put a form in and they said they had a cancellation and could I come down	Got me straight in and seen in a hour	
Very Good	Great Nurse	Very Friendly	
Good	Accessibility could be improved	Hard to get into surgery due to location and un even path	Wish it was a bit easier to get in
Very Good	Dr Hall is the best Doctor, I always go to him when I need any help	He is very professional	Never make Dr Hall leave!
Poor	Had to wait a long time for my appointment nearly 50 minute wait	Finally when I went in the Doctor was very professional and understood my health problem	Wasn't too happy with the wait as I had to be other places
Very Good	Nurses sorted out my travel injections it was a fast process!	Really easy to book and sort out	
Very Good	Noticed board is full of events and helpful information	Really helpful information while waiting for an appointment	There was one out of date notice but not really a bad thing
Very Good	Love that I can just message the Doctor back and forth with the new System	Prefer texting with information	Nothing the fast reponses were amazing!
Very Good	Warming Practice however I am not good with the internet and I find it hard with the new system		Don't understand the process nowadays but reception help me
Good	Had my appointment moved 3 times due to Nurse being off, however Reception was so apologetic	I don't mind when they send texts for cancelling appointments but I appreciated them calling when it had to be moved one more time	Friendly receptionists who care
Very Good	Been going through a tough time and received so much care from this Practice	Care is 110%	Nothing!

Very Good	I was sat listening whilst sat waiting for my appointment and how pleasant and lovely the receptionist is	So professional on the phone to other patients
Very Good	Doctor arranged tests and then booked me follow up with him in two weeks	This practice needs to be praised more
Very Good	Easy to get appointment	Don't come to surgery often to comment

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

New system isn't old people friendly	We're sorry to hear that you feel the new system may be difficult for older patients to use. We understand that not everyone finds online systems easy or accessible. If you are unable to complete the form yourself, our reception team will be very happy to help by completing it with you over the phone or in person at the surgery.
Not a useful way to book appointment for myself	We understand that some patients would prefer to book their own appointments directly. However, we have moved to a total triage system to help ensure patient safety and timely care. By reviewing each request first, our clinicians can assess symptoms appropriately and make sure that urgent or potentially serious concerns are dealt with as quickly as possible, rather than risk appointments being booked too late or in an unsuitable way. This approach also helps us direct patients to the most appropriate clinician or service for their needs.
Wasn't too happy with the wait as I had to be other places	We are really sorry that your appointment was delayed and appreciate you taking the time to let us know about your experience. GP appointments can sometimes run over the scheduled time, due to an emergency or patients often present with complex or unexpected issues that require additional care and attention. When this happens, it can unfortunately delay subsequent appointments. To help us run as close to time as possible, we kindly ask that patients book one appointment per medical issue. This allows the GP to manage time effectively and ensures each concern is given appropriate attention. If at any point you are concerned about the wait time or have other commitments to attend, please speak to a member of our reception team, who will do their best to assist.