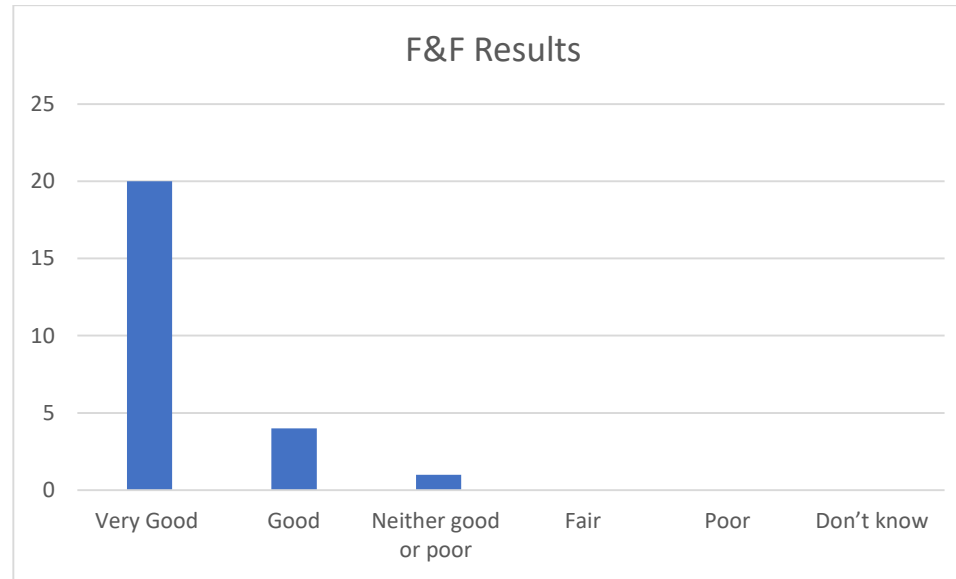


May 2025 – Friends and Family Test Feedback

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?
Good	Easy to get appointments however had to wait over 45 minutes to be seen	When finally was able to be seen the Doctor was helpful	Waiting times need to improve Can get really Crowded upstairs in the waiting room
Good	ok practice, Needs to be more modern	My Doctor was good who I saw	Want more available appointments
Good	Staff are very good		Better communication
Good	I feel like I am always chasing up referrals and results		
Neither good or poor	Felt a bit rushed in appointment regarding my concerns	Can't comment as my experience wasn't the best	Better care
Very Good	Saw Dr Yu today, he is an amazing Doctor, he was so kind and cared about my problems	Such kind, caring doctor	Nothing

Very Good	you're always busy but always take the time for me and always been well looked after	Care is so impotant	Reception does get busy
Very Good	No problems booking an appointment with my named doctor	Easy to book appointment	Not sure, as I don't come In ofton
Very Good	I phoned in the morning requesting to see a Doctor and it was dealt with promptly	Had callback an hour later	
Very Good	Amazing surgery but the check in screen never works for me!	Always have a warm welcome by all staff members	Never Change!
Very Good	Friendly staff, very accommodating	general care and following up with patients	Radio used to be on?
Very Good	Put a triage in and within 30 mins I had a response to come straight down to be seen	Fast service and response	Can't comment at the moment
Very Good	Great service, Dr Stein is a lovely Doctor	Everything can't fault this surgery	More access with wheelchair users can be difficult to come down
Very Good	Fitted me in with Last minute dressings with the nurse	Amazing service and appreciate you getting me straight in	Nothing you're all lovely
Very Good	Triage system has helped me as I don't have to wait on the phones to speak to someone	Easy to get appointments and have choice of time and days	
Very Good	Came in such a mess and confusion about my medication and got it sorted	Dispensary was really helpful	no
Very Good	Reception help me make a blood test appointment, very helpful	I know I can always go and ask reception to help and they go above and beyond	Don't let any reception leave!
Very Good	Very fast response to triage	Got both of us in for an appointment	We struggle with parking near to the surgery
Very Good	I have only just joined the surgery and have had an amazing warm welcome from reception and dispensary	All the ladies are so friendly	
Very Good	The Doctort took my concerns seriously	Now have a plan in place and waiting for tests	Nothing have great doctors
Very Good	Had warm welcome of Kerry, she was helpful with my concerns	Helpful staff	n/a
Very Good	Doctor was on time and prompt	Very helpful and informative	
Very Good	Helpful recpetionist	Sorted our queries	
Very Good	Physio appointment are really helpful	David is so helpful	
Very Good	Nurse lottie was very kind while checking my asthma	Friendly nurses	

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

We struggle with parking near to the surgery	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.
Better communication	We are sorry that you feel our communication isn't what it should be. We would really appreciate to hear from you to discuss so we can put extra steps in place.
Can get really Crowded upstairs in the waiting room	Sadly, as our building is at capacity - a clinician per room, we are unable to expand our waiting areas. If any patient has additional needs, such as needing quieter waiting room times, please discuss this with reception who will be able to advise the best times, and a note can be added to your record.
Radio used to be on?	Thank you for this. This will be investigated.
Waiting times need to improve	We are sorry about this and understand that some patients are time restricted due to parking and other commitments. Our clinicians are conscious about this but please be aware that some patients may run over their appointment time due to accepting and understanding their diagnosis, your booked clinician might be involved in a medical emergency, other clinicians may need the assistance of the clinician you are booked in with too. This will be fed back to the clinicians to make them aware.