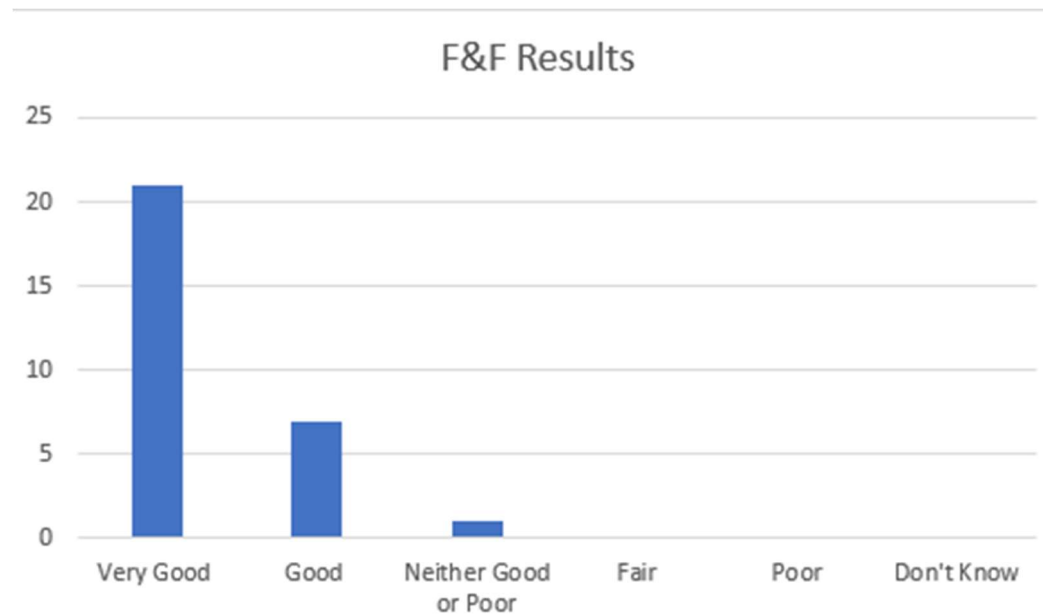


## November 2025 – Friends and Family Test Feedback

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	I can always reach a Receptionist or Practioner to book in for appointments - can rely on BHMC	I resisted the online form to start with and got an appointment on the same day	Nothing system was amazing
Very Good	Dr Scrivens, very thorough, answered all questions. Very helpful	reception always good, helpful, friendly	online form might be a problem for older people
Very Good	The is the best Doctor surgery I have ever used. I am now moving out of area. But a massive thank you to everyone in this Practice	Everything. A smile from Reception a Doctor who doesn't just say go away, prompt follow up	Can't think of anything
Very Good	Fast response times	Receptionists and patient and helpful. Diabetic nurse was amazing	GP requests to book in with them isn't communicated as I had to chase up.
Very Good	Easy check in	Always made appointments by phone or online	Doing well so nothing to say
Good	Appointment was running late	Everyone is always friendly	Parking is such an issue
Very Good	Good telephone appointment, on time. Can fit in with work		Waiting room is outdated

Very Good	Always helpful and patient	Relatively good timings with appointments and kind staff	Check in screen too slow, shows other patients details
Very Good	Was seen Very quickly and with care	Online booking very simple and easy	
Very Good	Always been treated well		
Good	Availibility on appointments are hit and miss	Good Doctors	More appointments to choose from
Good	Great care, communication is good		Not sure as I don't go come often
Very Good	Excellent staff	Listen to patients and understand our concerns	Seating needs updating
Very Good	Always seen on time and quick	Online system gets me an appointment faster	
Very Good	Great service from jane, always help with my queries	Amazing service	not sure
Very Good	Simple to check in, easy access	Always found appointments to be easy to get	Always do so well here
Very Good	Very pleasant experience	Received really good treatment.	More availibility with appointments
Neither good or poor	Had to wait ages for my appointment		Need more doctors, understaffed
Very Good	Had urgent appointment, got seen fast and prescription in same day	Friendly the Doctor was	Nothing more helpful leaflets or something to read
Very Good	Helpful receptionist, helped with my Query	Warm smile and helpful	
Good	Needs more receptionist on the phone struggle to get through	Very helpful when finally getting through	more staff
Very Good	Dr Scrivens is the best doctor here and he always fit me in	Dr Scrivens is amazing and always gives me the best treatment	Don't make him leave
Good	No issues	Great staff	
Very Good	Dr Hall is a lovely Doctor and very professional	Felt extremetly looked after	No improvement needed
Good	Not helpful trying to drop in samples after 2pm		Struggle to get down and now I have to repeat my sample
Very Good	You do your best, easy to make appointment	Fast service	Parking is awful
Good	Put in letter to surgery and not heard back about following up with a doctor		Better communication please instead of having to always chase things up.
Very Good	New system helps not queuing on the phone anymore	Really fast response	unsure
Very Good	Got fitted in for last minute dressing with nurse	Amazing sevice so helpful	Nothing at all!

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

Parking is such an issue	<p>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</p>
Waiting room is outdated / Seating needs updating	<p>We appreciate your comments about the waiting room and agree that some updates would improve the space. We have recently added frosted vinyl to the windows to brighten the room and provide more privacy for patients. We are committed to improving the waiting area, but updates need to be done gradually due to budget constraints. Your feedback is helpful as we continue to plan future improvements.</p>
More appointments to choose from	<p>If you indicate on your online triage that you are happy to see any GP, this will give you access to more available appointments. Additionally, every Tuesday we offer appointments outside our normal core hours, from 6:30pm–8pm. If you would like one of these, please note this within your triage, and they can send you a link to book these specific appointments.</p>
Check in screen too slow, shows other patients details	<p>Thank you for your feedback. We are very sorry that the check-in screen was slow and displayed other patients' details — this should not happen. The screen has now been deactivated, and all patients are asked to sign in with reception. When the budget allows, we plan to invest in a replacement screen to improve the check-in process.</p>
Need more doctors, understaffed	<p>Thank you for your feedback. At the moment, we are fully staffed with GPs. Unfortunately, there may be times when sickness or annual leave affects GP availability, which can make the practice feel understaffed. We appreciate your understanding during these periods.</p>