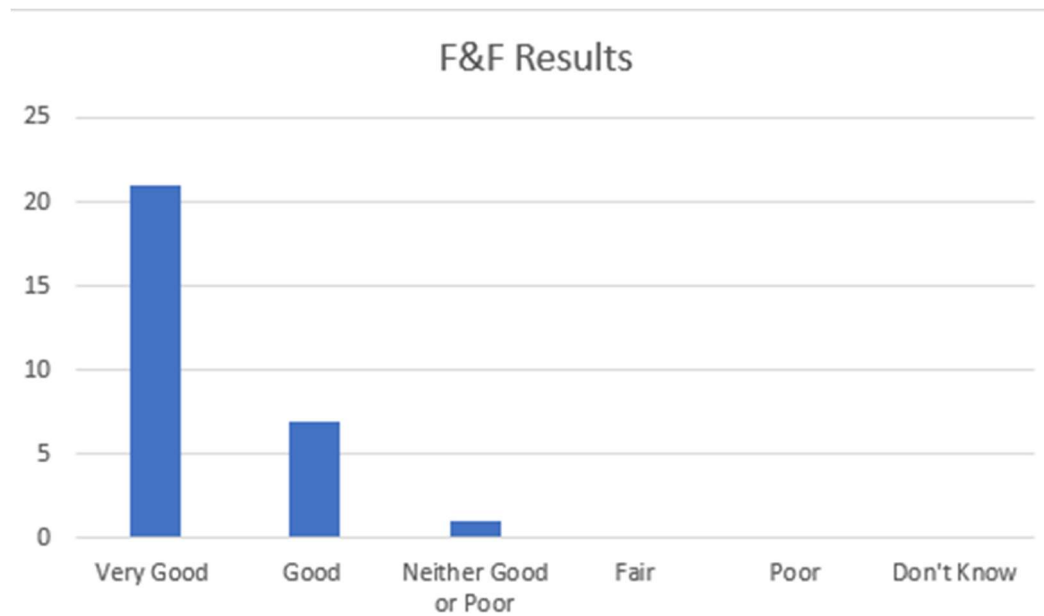


October 2025 – Friends and Family Test Feedback

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	The Doctor worked very hard to test me and pass my results to me.	Very good standard in all information from the people.	n/a
Very Good	Dr Hall very nice. Really Helpful		
Very Good	Nurse lottie was helpful with Travel	Managed to get in last minute to have them done	Nothing the service was great
Good	David is asset to the team	My husband is doing veeey well under his care	Notify patients.
Good	Great Doctors and reception staff always helpful	Great Doctor Hall	Fix the ladies toliet.
Very Good	Everyone always so kind and helpful		
Very Good	Love the new appointment system, quick and fast great service.		
Very Good	Visiting Stratford and needed medical help and got straight in for an appointment	Very good service	Not needed

Very Good	Had a smear appointment and nurse lottie was very nice and made me feel comfortable	Didn't feel rushed and I felt safe	
Good	Would really like reading material when waiting- posters outdated		Not interesting posters
Very Good			
Neither good nor poor	appointment with the doctor didn't feel like I came out feeling like we got somewhere	n/a	Just didn't feel listened to
Very Good	ad a telephone consultation with a clinic pharmacist who was friendly and punctual	Very pleasant and deal with my query	Not sure
Very Good	Always helpful when i call and quick to answer thank you	Efficient service	Prefer old system
Very Good	I have been with the surgery for over 2 years now and this is the best service i have ever received.	Amazing Doctors and reception	unsure
Very Good	It is very easy to get an appointment when needed and always everything is treated as matter of urgency.	Got an appointment same day	
Good	Wish would be contacted for results even if they're normal	Nice Surgery	Would like to be notified instead of having to phone up and find out.
Good	Don't mind the triage system however need to put on more appointments so availability is better	Fast service	Never any good appointment times
Very Good	Dr Scrivens has been my Doctor for years and he is amazing	I feel very looked after and he always makes time for me	
Very Good	Came in for my flu jab, very fast service	Quick and efficient did not have to wait long	No
Very Good	Got a last minute dressing change appointment	Nurse carolyn helped	Good service
Good	Good Doctors hard to get into surgery		No Car Park
Very Good	Good manners on the phones when talking to patients	Very friendly	Struggle with appointment appointments
Very Good	Lovely Nurse	Helpful	
Good	Dispensary waiting times are too long on the phone		Seem to never be able to get through
Very Good	Came in to have help with my mother who just registered here, Mandy and Georgie helped me with all the queries I had	Had a lovely interaction and very friendly	Can't fault service
Very Good	Reception are approachable and deal with any queries efficiently.	Reception always happy to help	Would prefer more reception staff
Very Good	Friendly manner when booking in appointment	Warm welcome	
Very Good	Mandy spoke about the process of helping me set up my children for proxy access	Very kind and helpful	n/a

Key points on “Please tell us how we can improve?”

Fix the ladies toilet.	Thank you for your feedback. The ladies’ toilet has now been fixed. We appreciate you letting us know
Not interesting posters	Thank you for your feedback. We are required to display a range of NHS-issued posters and information within the practice, which are intended to provide important health guidance and updates for patients. We appreciate you taking the time to share your thoughts.
appointment with the doctor didn't feel like I came out feeling like we got somewhere. Just didn't feel listened to	Thank you for sharing your feedback. We are very sorry to hear that you felt your appointment did not leave you feeling listened to, as this is not the experience we want our patients to have. We would really encourage you to contact the practice directly so we can look into this further and learn from your experience. This helps us reflect and make improvements to prevent this from happening again. Thank you for taking the time to let us know how you felt.
Wish would be contacted for results even if they're normal. Would like to be notified instead of having to phone up and find out.	Thank you for your feedback. We understand that waiting for test results can be worrying and appreciate your suggestion. At present, we are not able to routinely contact patients when results are normal. Each day our GPs receive a large volume of results, alongside their booked telephone and face-to-face appointments. Priority is given to reviewing and contacting patients with abnormal or urgent results to ensure these are addressed as quickly as possible. If your results require action or follow-up, you will always be contacted by the practice. If you would like to view your results, these are available via the NHS App, which provides the quickest way to access them. Thank you for your understanding and for taking the time to share your feedback.
Dispensary waiting times are too long on the phone. Seem to never be able to get through	We are very sorry to hear about the difficulty you experienced when trying to contact the dispensary. This is not the level of service we aim to provide. On this occasion, the dispensary may have been short-staffed, which can unfortunately affect phone waiting times. Please accept our apologies for the inconvenience caused. Your feedback has been shared with the dispensary team so that we can review this and work to improve access going forward.