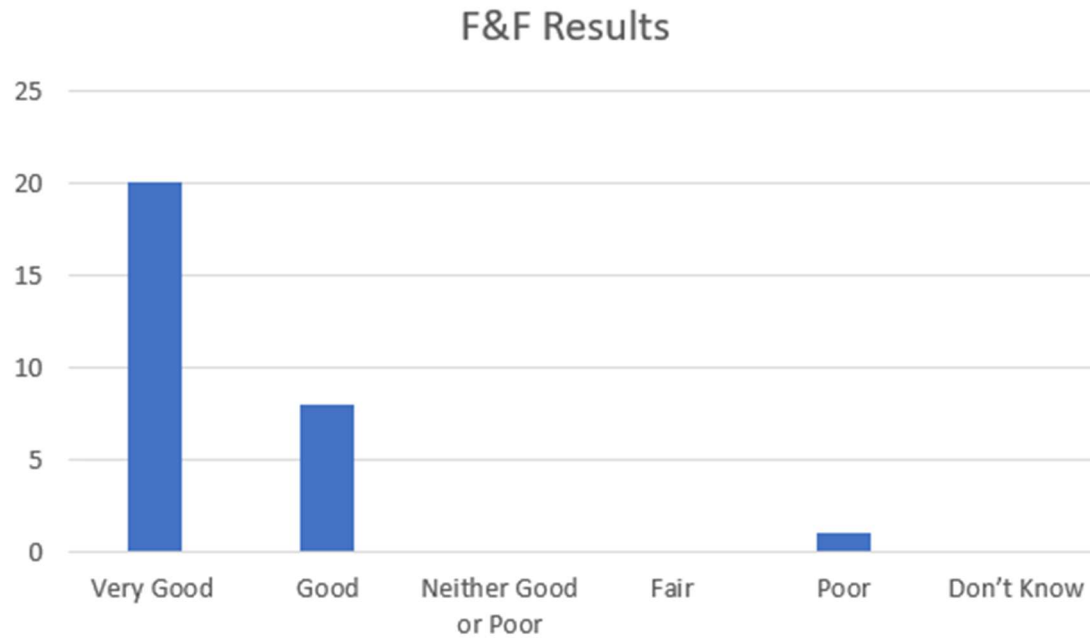


# September 2025 – Friends and Family Test Feedback

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 caring Doctors	Always feel my health is looked after	no
Very Good	Triage system is very helpful	Fast response, had a prescription sent straight away	nothing, much better system now
Very Good	Very friendly team	Reception always are very friendly and helpful	Would like to be able to make appointment easier for older people
Very Good	Nice surgery	Good Doctors	Soap in bathroom always seem to run out
Very Good	Got my baby in for urgent appointment 2 hours later	Really fast service from urgent Doctor felt reassured	Not sure
Good	I was getting confused with the different invites for reviews but reception helped me	Spoke in a friendly informative tone, cleared up any concerns	Different texts for serveral different invites can get too much and confusing
Good	Nice surgery however seats have stains on them		Deep clean or change seats?

Very Good	Amazing Doctors I can't thank them enough for helping me the last few months	They helped and cared so much in trying to investigate my concerns and now im finally on the mend	
Good	Felt heard in the appointment but Doctor was not on time. Had to extend parking		Waiting times are hit or miss
Very Good	Left a pair of car keys by accident and reception phoned me to straight away to collect them	Very caring staff	
Very Good	Been at patient here for years	Great Doctors	I struggle with getting through the door with my frame
Good	Check in screen doesn't work, kept my personal details on the screen for a long time til I asked for help	Friendly staff apologised and help as much as they could	New screen or get rid of it
Very Good	Dr Stein is a lovely female Doctor	I have seen her a few times and never had any issues	Sometimes I feel it is difficult to get an appointment
Very Good	Love the staff	Everyone seems to help eachother	
Good	I always struggle getting appointment with using the link		Never enough appointments ever, always checking the link
Very Good	Very friendly nurse for my dressing	Felt very safe and looked after	
Very Good		Good appointment	
Very Good	Emma was helpful with sorting out a discharge letter for me	Spoke to me in detail about it and it helped me understand	
Very Good	Friendly Doctors and staff	Staff always seem friendly and in a good mood. Never rude	Check in screen never works anymore
poor	Do not like this new system, it is too annoying		Rather phone for an appointment instead of filling out loads of questions all the time
Good			Late appointment
Very Good	Dr Hall is on time and helpful	Very respected Doctor	
Very Good	Triage system fast response	Very quick response	
Very Good	Dispensary helped with prescription	Lovely lady who helped	
Good	No downstairs room available for my appointment had to wait awhile	Nice Doctor I saw in the end	More accessibility for people who had mobility issues
Very Good	Nurse jen is always very Friendly	She always takes care of me for my dressing	
Good	Check in screen is awful	Never works	New system
Very Good	Prompt service from Nurse	Quick appointment	Sometimes the phone queue is long
Very Good	Kerry was amazing and very helpful with my patient app	She took so much of her time to help	no comment as she was great!

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

Late appointment	We’re sorry your appointment ran late. Our clinicians work to a tight schedule, but sometimes appointments can overrun due to patient needs. We appreciate your patience and understanding.
New screen or get rid of it	Thank you for your feedback. We are currently looking into replacing the screen and appreciate your patience while we arrange this.
Would like to be able to make appointment easier for older people	If you struggle to complete the online triage form, please call reception and they can talk through it with you and submit it on your behalf.
Sometimes the phone queue is long	We understand that at times the phone queue can be long. This is one of the reasons we have introduced our new online triage service. By allowing patients who are able to submit requests online, this helps reduce waiting times on the phone and ensures that patients who do not have access to online services, or who have additional needs, are able to get through more quickly. We appreciate your patience while we continue to improve access to our services.
No downstairs room available for my appointment had to wait awhile	If you are unable to access the upper floor due to mobility issues, please let us know prior to your appointment. We create a weekly room rota for our clinicians, taking into account the accessibility needs of our patients wherever possible. As the surgery has limited space and is currently operating at full capacity in terms of clinicians and rooms, this is not always possible, but we will always do our best to accommodate patients’ needs.