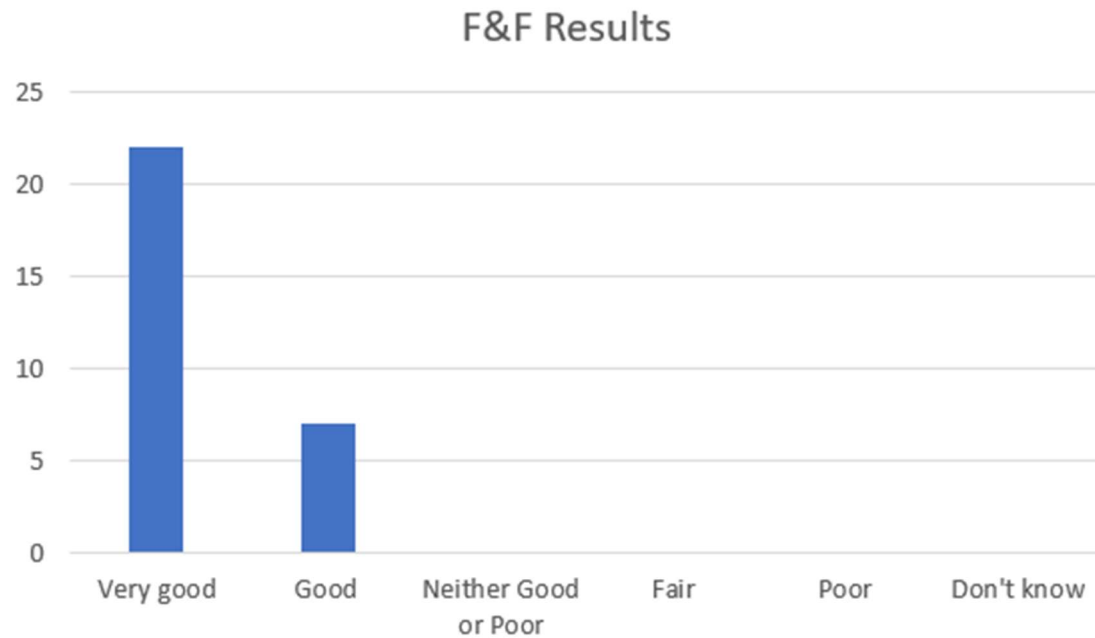


January 2026 – Friends and Family Test Feedback

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	Really pleased with the Practice	Your Staff at all levels from receptionist, to jane and doctors	Decoration
Very Good	Moved from another local GP. Doctors listen and don't rush you. Glad I moved	Such a friendly place to come into	Nothing
Very Good	Everyone at reception- great receptionist always smiling.	They helped me and my wife to show us how to fill out the triage form	
Very Good	Got fitted in last minute with the nurse for a dressing change	Really great service, went out their ways to get me in	
Good	Do find it hard to get into surgery now, prefer telephone calls with Doctor	Dr Scrivens is the best Doctor he's been my doctor for a very long time.	Parking is such an issue
Very Good	Very friendly, always very welcoming each lady on the front desk	Very helpful	Can't think of anything

Very Good	I care for my mother and she needed me to help out for a urgent issue, Manage to get proxy sorted the same day so I could help.	Fast service, managed to get my mother sorted	Unsure as she has only just moved here
Very Good	Always seen on time, no issues	Every doctor I have seen always been good no issues	
Very Good	Nice staff		
Very Good	Dr Hannah Morgan is a lovely great Doctor	Having gps like her, felt like she went in depth in the appointment with me	
Very Good	Really recommend seeing David, he is a lovely addition to the team	He has gone through a thorough planwith myself with a Management plan	N/A
Good	Lovely doctors however wish we didn't have to put in another Triage for a follow up appointment	Staff are always good	Be able to just be booked in with the same doctor
Very Good	Staff are great	Service appointment system	Ladies downstairs toliet sink needs looking at. Upstairs my husband went and toliet roll everywhere
Very Good	Doctor Scrivens excellent	Good Doctors	
Good	Got Reception to do triage	Efficent	New paint in waiting rooms dull
Very Good	I find the later closing times on Tuesday extremely helpful as I struggle to come into normal appointments deu to work	Offer a late service for patients	Maybe some weekends appointment available.
Very Good	I submitted a travel questionnaire, had really informative information back from the nurse with what she recommends	helpful and detailed information from the nurse	
Very Good	I was querying how to get a private referral to speed things up, Jane helped on the same day to provide this	Fast efficient informative service	unsure as I don't come often
Good	Reception Staff friendly	Seen Quickly- great service	is someone trying to build the eiffle tower with loo roll In the toliets, not hygienic
Good	Struggle with Triage online and not happy filling out paper copy in reception		Change back to old system
Very Good	Rapid response, put triage in got an appointment within an hour	Fast service, didn't feel rushed in appointment as well	nothing really top service
Very Good		Friendly Nurse	

Very Good	The Doctors here have been amazing over the past few months while dealing with my fathers medical issues	They have gone above and beyond with the help	
Good	Triage form doesn't submit the first try, it's annoying as I have to ring up and check and I have do redo it all over again	Mananged to get a same day appointment after resubmitting	Need to fix problems with Triage
Good	Nice Practice however I don't do the internet and don't like explaining in detail to reception about my medical needs over the phone	Nice enough staff	Would prefer to be able to book an appointment instead of being asked serveral questions
Very Good	Lovely helpful staff in dispensary who helped me with my shared care	Explained it well and helped me out	unsure
Very Good	Saw Nurse Julie today she is a lovely nurse, very kind and helpful	Kind staff	
Very Good	Triage very easy, heard in a few hours with an appointment	Speedy service, easy to book	Parking is the downside
Very Good	Amazing service from reception getting my husband in with Dr Callaway for an appoinment after his stroke	Lovely staff that go above and beyond. Feel very lucky to be a patient here	

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

is someone trying to build the eiffle tower with loo roll In the toliets, not hygienic	Thank you for your feedback. We were unaware of this and will contact our cleaning company who's responsibility it is to replenish these items.
Struggle with Triage online and not happy filling out paper copy in reception	If you find it difficult to use the online triage, you are very welcome to contact reception by phone or in person, and they can complete the triage on your behalf. Please note there may be a short wait, as reception also manage other tasks. One of the reasons we have moved to online triage is to free up phone lines for patients who are less able to use technology or who have additional needs. We appreciate your understanding.
Maybe some weekends appointment available.	Approximately once month, we hold a Saturday clinic. When submitting a triage, please do state that you would prefer a weekend appointment and the weekend appointment slots will be sent to you for you to select and book.
Decoration	This is always a topic that is brought up by our patients and our staff. This is on our agenda and we are looking into obtaining quotes.