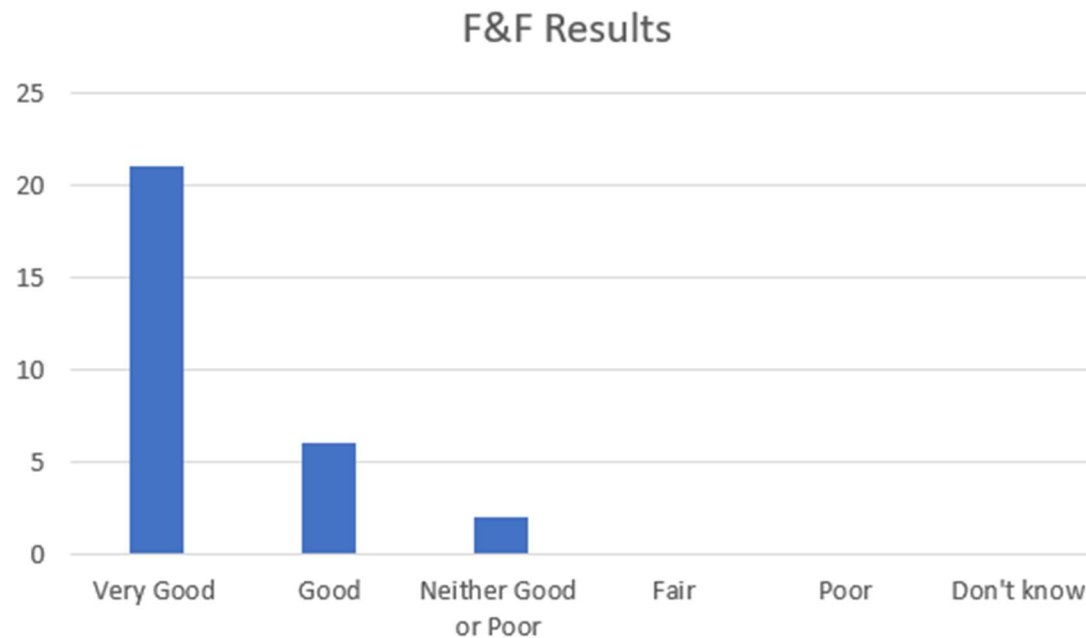


February 2026 – Friends and Family Test Feedback

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
Good	Waiting times on phone can be long was waiting 15 minutes	Informative staff	More help on answering phones?
Good	Triage service is fast in response however availability of appointments aren't great	Really great team in the surgery	Make more appointments available
Good	Not helpful that we can't drop in samples in the afternoon, as I live outside of stratford	Decent surgery	Be more accessible with dropping in sample
Good	Missed telephone appointment- annoying we have resubmit new triage every time		
Good	Good staff	Seem friendly	Difficult to get in with my doctor
Good	All doctors are good here	Feel trusted here with my health	Would like more communication with results instead of ringing and chasing up all the time
Neither good nor poor	Got an on the day appointment however didn't feel listened to by doctor	Great service did not have to wait long for appointment	Listen to patients concerns more?

Neither good nor poor	Wanted to collect my prescription on Wednesday but your were shut, tried again on Thursday shut again.		Opening hours of dispensary
Very Good	Fantastic Triage system, used a number of times and have been given same day appointments or day after. Best thing the surgery has done	Triage Excellent	
Very Good	New to the Practice, excellent friendly staff. Knowledgeable	Great staff	Needs modernising but can't fault system
Very Good	Lottie is superb!	She is always so kind and friendly	
Very Good	Managed to get last minute dressing appointment with the nurse	Nurse redressed and very grateful	
Very Good	Lovely small surgery with really thorough Doctors		
Very Good	Confusion over an appointment- reception sorted with no hassle	Reception staff really helpful and understanding	
Very Good	Been having a ongoing issue since late last year, been having number of investigations and follow ups with Doctor. Really good support from Doctor and communication	Best care I have received, doctor book own follow up and clear plan	No idea, can't fault service
Very Good	Always loved this surgery		Popped in the other day and no soap In the toliet just needs to be noticed
Very Good	Loaning blood pressure machines is a good idea	Helps patients when they don't own one	Very helpful
Very Good	Saw Dr Morgan, lovely young doctor	Felt the appointment was detailed	Happy with plan made with Doctor
Very Good	Rang up just to book in a nurse appointment, over the phone reception were so helpful and extrememly friendly	Easy to book and just very friendly manner	unsure as I don't come in often to comment Harder to get in with certain doctors but reception to try and accommodate
Very Good	Triage system booking link is great, flexiable appoints morning and afternoon available		
Very Good	Nurse Carolyn was lovely, currently a regular patient for dressings	Always gets me in same time when I need it	Nothing just nice staff
Very Good	Was late for appointment due to traffic got to surgery and was managed to get seen		
Very Good	Sat waiting for appointment good information on tv screen	Helpful and informative	Upstairs waiting room can get crowded, very small
Very Good	Came in needing a letter/document, reception went to speak to Secretary and sorted out a quick letter for me.	Really helpful service, was not expecting it to be done straight away	Can't fault service!

Very Good	Asked reception how to register as a patient here as just moved to Stratford, met by a lovely receptionist who was so detailed with the process. Felt very cared for in the first interaction of this surgery.	Lovely, friendly manner	
Very Good	Great reception staff, always welcome with a smile	Only came in to collect a form, reception made conversation and it was very friendly	
Very Good	Having trouble with app, popped into reception and they have helped me set it up	Spent the time with me sorting it out	unsure as received good service
Very Good	Triage is really good	Speedy appointments- got seen fast	
Very Good	Very helpful staff on the front desk	Friendly and never seem in a bad mood	Front desk can get busy and may have to wait

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

Not helpful that we can't drop in samples in the afternoon, as I live outside of stratford. Be more accessible with dropping in sample	<p>We are guided by Warwick Hospital's courier schedule, which collects all samples at 2:00pm each day for transport to the hospital laboratory.</p> <p>Unfortunately, we do not have refrigerated storage facilities on site. This means that any samples handed in after 2pm may not be accepted by the laboratory, as we cannot provide appropriate storage prior to collection. We kindly ask that samples are brought to the surgery before 2:00pm to ensure they can be processed without delay.</p>
Would like more communication with results instead of ringing and chasing up all the time	<p>As a practice, we currently care for approximately 9,300 registered patients. Each day we receive between 50–100 blood test results, and around 20 of these require a GP to contact the patient to discuss the findings in more detail.</p> <p>To ensure our GPs are able to manage their daily clinical workload safely and effectively, telephone consultations are allocated up to 12 minutes per patient. This helps us keep to schedule while ensuring each patient receives appropriate time and attention.</p> <p>Due to the high volume of results received each day, it is unfortunately not possible for us to contact every patient individually. We will always make direct contact if your results require further discussion or action. If your results are within the normal range and no follow-up is needed, you may not be contacted.</p> <p>If you would like to review your test results, we encourage you to download and use the NHS App. The app allows you to view your results, including the values, and many of our patients find it helpful for comparing previous results and feeling more informed and in control of their health.</p> <p>If you have any concerns about your results after reviewing them, please do not hesitate to get in touch with the practice.</p>

<p>Wanted to collect my prescription on Wednesday but your were shut, tried again on Thursday shut again. Opening hours of dispensary</p>	<p>I sincerely apologise for the inconvenience caused when you attended to collect your prescription.</p> <p>On occasion, due to staff sickness and the need to ensure we are able to operate the dispensary safely, we may need to close at short notice. Whenever this happens, we post updates on our social media channels (Facebook and X) as well as on our Google page to keep patients informed.</p> <p>Our dispensary opening hours are Monday to Friday, 8:30am to 6:00pm. Please note that on Thursdays, the dispensary is open from 8:30am to 12:00pm only.</p> <p>We appreciate your understanding and apologise again for any disruption this may have caused.</p>
<p>Upstairs waiting room can get crowded, very small</p>	<p>Thank you for your comments about the upstairs waiting room. We understand that the space can feel busy at peak times.</p> <p>As a small practice, we are limited by the physical size and layout of the building. However, we actively manage appointment scheduling to reduce waiting times and congestion wherever possible.</p> <p>If you would prefer to wait outside or in your car, please let reception know when you arrive and we can contact you when the clinician is ready to see you.</p>