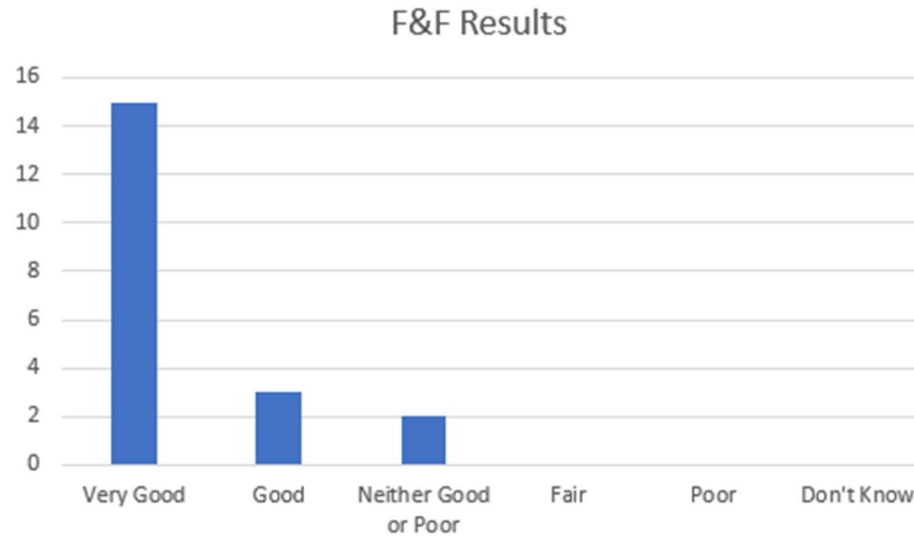


April 2026 – Friends and Family Test Feedback

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	Saw Dr Shoffa, really kind and in depth doctor	Very warm and friendly doctor	appointment was great no comment
Very Good	Came in to pick up some forms, greeted by a lovely lady on the front desk	Welcoming staff, always seem very helpful	Unsure
Very Good	Appointment was on time, no issues	Doctor was informative	Don't come often to comment
Very Good	Been a regular patient to nurse lottie, she is always so kind	Helping me out with my asthma	
Neither good nor poor	Find it difficult with Telephone appointments. Keep missing doctor calls. They only try and a few times.	unsure as keep missing my appointment	Improve telephone appointments ?
Very Good	Always received the best care for this surgery, been going through a lot with my health and I have really struggled.	Every Nurse, Doctor and staff member has been nothing but amazing while I have been under this stress.	NONE
Very Good	Came into the surgery as worried about my leg, managed to get in with a nurse, and have it checked over	Really helpful, put my mind at ease	No fault

Very Good	Great doctors but Seating in waiting rooms are very uncomfortable		When waiting a while to be seen it's not the most comfiest
Very Good	Ran out of medication was getting so stressed out	The lovely lady I spoke with helped me	Issue was sorted
Good	Annoying how we have to do separate triage for each issue	Doctors are great here very caring	Make triage system easier?
Very Good	staff friendly		
Good	Nice practice, faulty toliet	Nice staff	Fix mens toliet
Neither good nor poor	Feel sometimes I am passed around from Doctor to Doctor.	Some doctors know what they're doing and are helpful	Difficult to see my own Doctor and having to relay the same story to different doctors is not helpful
Very Good	Managed to get an urgent appointment within two hours	Been feeling so awful and didn't want to bother the doctor but I did and got straight in	
Good	Struggle to do triage system, not great for older generation	Dr Scrivens have been my Doctor for years	Prefer calling up for apointment go back old way
Very Good	Very good baby check, doctor was so lovely	Really lovely surgery, friendly	no comment
Very Good	Very efficient Covid Clinic, straight in and out	Always have covid here at the surgery, never have to wait long	No difficulites
Very Good	Very friendly ladies on the front desk, take the time to speak to you	Everytime I come in, it's nice to talk	
Very Good	Submitted a Triage, got a response under a hour.	Really informative and got an appointment booked on my chosen day	No, happy with Service
Very Good	could never get a doctor's appointment, ever since moving here, he has had 3 appointments said that it is the most efficient way of booking	we are all very good at taking care of patients	

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

Struggle to do triage system, not great for older generation Prefer calling up for apointment go back old way	We are sorry to hear that you feel this way. However, for any patients who are unable to use the triage system due to not having a smartphone or lacking the capability to complete the form online, our reception team is always happy to help. If you call the surgery or visit us in person, a receptionist can go through the questions with you and complete the form on your behalf.
Fix mens toliet	Thank you for bringing this to our attention. We were previously unaware of the issue with the men's toilet. This has now been reported, and arrangements have been made for someone to come and assess and repair it.
Difficult to see my own Doctor and having to relay the same story to different doctors is not helpful	We understand that having to repeat your medical history to different doctors can be frustrating. Some GPs work set days each week and also have allocated on-call duties, which can affect appointment availability. If continuity is important to you, our reception team can advise which GP has the most regular availability when booking an appointment. Additionally, there is an option within the triage form to state which GP you would prefer to see, and we will always do our best to accommodate this where possible.