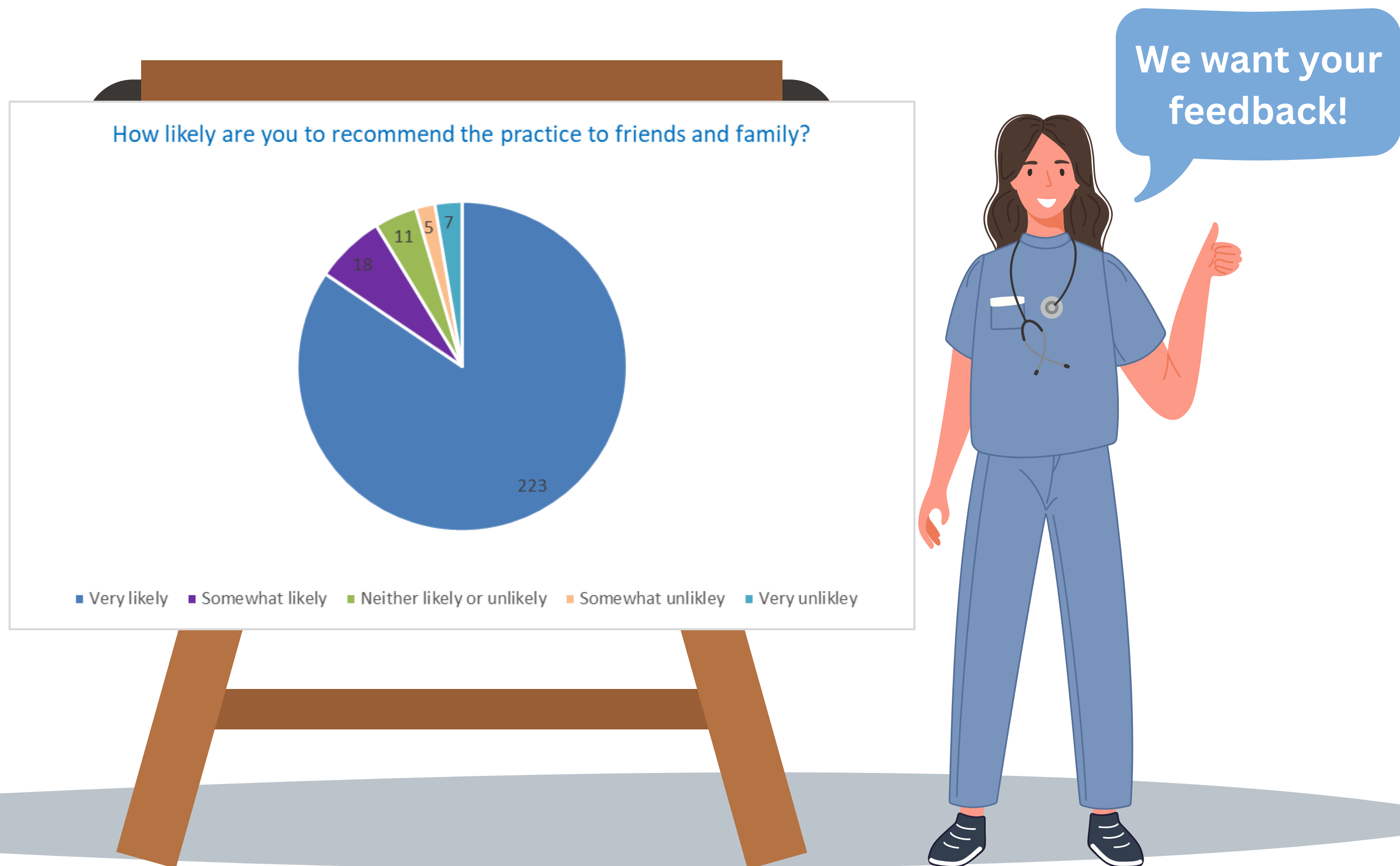


# Friends and Family Questionnaire - April 2025

## We are listening to your feedback



This month we received 269 anonymous responses following appointments at the surgery. 91% of these patients are very likely or likely to recommend the practice to friends and family. Please see results below:



**You have been giving us feedback on your care and treatment. Here's what happened:**

### Some of the 269 positive responses:

- "It was a very pleasant experience, the nurse was extremely kind and friendly, also very clear how she explained my health check up."
- "The Surgery is very well operated, doctors and nurses and staff always pleasant and caring. Thankyou."
- "Feba is absolutely outstanding and so committed to helping her patients. I can't vouch highly enough for the lengths she has gone to to help me with my tramadol management and weight loss initiatives. "
- "Receptionist was warm and friendly, the doctor was helpful. I felt listened to. "
- "Getting appointment was very easy. Service was quick. "
- "Staff were professional and supportive, just what you'd want to expect from a GP surgery. I did not feel any judgement or feel like I was wasting their time. The nurse I saw was friendly and informative. Even the receptionist was polite and helped me make my next appointment. Much better than my last GP surgery, I definitely made the right decision in switching to here. "
- "GP'S call quickly after a request and are very supportive - I'm very happy with the service."
- "Really friendly staff and evening appointments available."
- "I was able to get an appointment on the day. Excellent experience - everybody was extremely helpful."
- "Dr Abid was thorough, patient, knowledgeable and kind. A faultless service as always from your wonderful team. The receptionist was also kind, empathetic, cheerful and helpful; this always makes such a difference. Thank you."



# Suggestions for improvement:

- “ Sort out the phone system so you don’t have to listen to the same recorded message every time you phone when you want to speak to a human and get more on the phones people do not have time to be in a queue when phoning from work. And always have a receptionist on the desk not hiding in the back room chatting get organised better !!!”

## **We’re listening and this is what we’re doing:**

We understand that it can be frustrating when listening to our recorded message while in the call queue. However, it is essential to provide this information so you can direct your call to the most suitable healthcare professional or service. Additionally, this recorded message offers relevant details about our practice before you connect with our patient services team. While it may sometimes appear that team members are not present at the reception desk, they are often engaged in important discussions related to patient care and administrative duties.

- "Made an appointment that was 2 weeks away only to have it cancelled the day before. Next appointment was a further 9 days later. Delay waiting for the doctor at the appointment by nearly 30 minutes. When I attended the appointment, the doctor was thorough, pleasant in nature and I was satisfied my issues were dealt with appropriately."

## **We're listening and this is what we're doing:**

We apologise for the inconvenience caused by the cancellation of your initial appointment and the subsequent delay in rescheduling. We aim to provide timely and efficient care to all our patients but occasionally, unforeseen circumstances may lead to changes in appointment schedules.

- "The appointment was delayed by 30 minutes so that could have been improved."

## **We're listening and this is what we're doing:"**

Delays can sometimes occur due to unforeseen circumstances, such as emergencies or complex cases that require additional time. We apologise for any inconvenience this may cause.

- “Could you please arrange the blood test as soon as possible and send us the result of each test report so that we can know our condition? Thank you very much.”

Our patient services team will be happy to assist you with making a blood test appointment. Unfortunately, we are unable to automatically send you your test results. However, you can easily access them online by downloading the NHS App.

