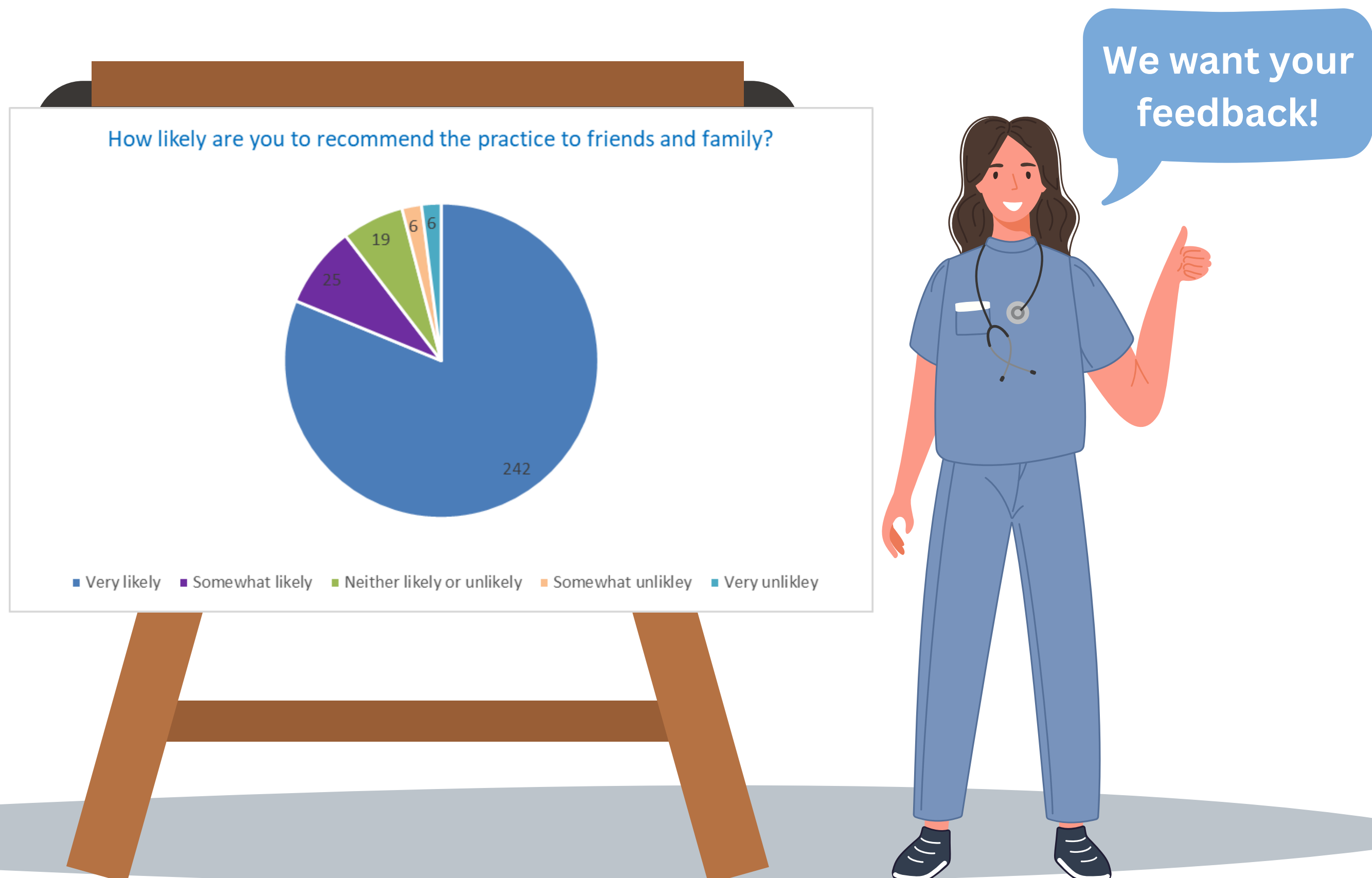


# Friends and Family Questionnaire - June 2025

## We are listening to your feedback



This month we received 298 anonymous responses following appointments at the surgery. 89% 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 267 positive responses:

- "The appointment went well, the diabetes tests were done efficiently and with respect and dignity, the time was not rushed and good conversation was held. I don't think anything was needed. I left feeling confident and content, which I have not felt in a long time. Thank you."
- "The Dr I spoke with was thorough and expressed concern and empathy. He listened with great concern and suggested extremely useful tips."
- "My experience was excellent. I was seen on time and the Nurse was lovely. She was friendly and efficient."
- "Excellent service as always, Dr Kumar was very thorough and I felt I was being listened to, very lucky to have such a good doctors surgery."
- "I had an excellent experience - thank you. Dr McCullins really listened to me and shared her thinking about the risks and benefits of treatment options. I'm really grateful for the excellent care I received. The receptionist and practice nurse were also really helpful. Thank you!"
- "I was impressed with the punctuality of the appointment having been seen on time."
- "Dr Wallace is always a really excellent practitioner. I really value his understanding and his ability to help calm my anxiety with facts."
- "My appointment with Javeen the Nurse went so smoothly, she was lovely and very reassuring! She made me feel so comfortable and the appointment went so quickly! She is an asset to the practice!"
- "The team was very prompt in taking my last minute request to see a doctor and got back with appointment and time immediately to see me."
- "I've always felt heard. Receptionist have always been kind and very helpful."
- "I rang up on a busy Monday and got an appointment for the same day which is fantastic."



# Suggestions for improvement:

- “ Answer that phone in a more timely manner.”

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

We apologise for any waiting times you may experience in the call queue and understand that it can be frustrating. We do endeavour to answer calls promptly and we will ensure this feedback is communicated to our team. For your convenience, test results are available on the NHS App. Additionally, you can use the AccuRx triage facility on our website for administrative requests and non-urgent medical queries. We are rolling out a new call back system in the next few months, so if you do not want to wait in the call queue, you can select the option for a call back and this keeps your place in the call queue.

- “ My appointment was cancelled.”

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

We apologise for the inconvenience caused by the cancellation of your appointment. Unfortunately, there are times when unforeseen circumstances necessitate such changes.

- “I never received a phone call on the 9th or the 23rd, so that's not very good.”

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

We are sorry to hear that you did not receive phone calls as expected. Please contact us so we can address any errors or omissions and improve our service.

- “Slight delay on appointment time. ”

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

We are sorry for any waiting times you may experience. This may be due to same day emergencies and other unforeseen circumstances.

