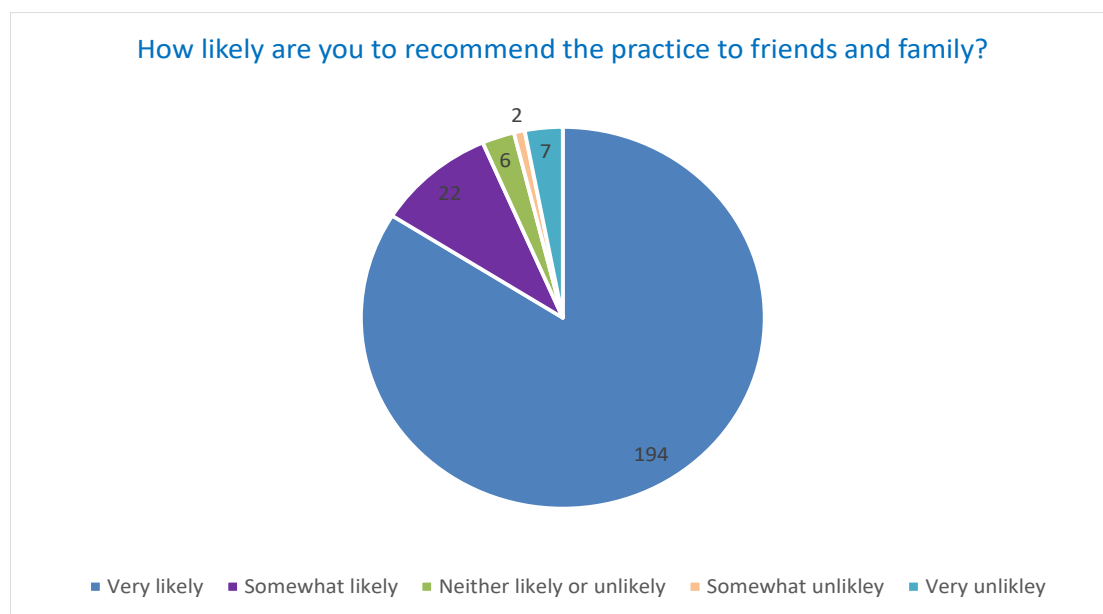


Friends and Family Questionnaire – August 2025

We are listening to your feedback



This month we received **231 anonymous responses** following your appointments at the surgery. **194** of these patients are **very 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 194 positive responses:

"Very friendly staff who put you at ease from the minute you arrive."

"Very compassionate staff, very good facilities."

"Nurse was very efficient and organised."

"After feeling really ill I was seen quickly and thorough tests completed. Excellent."

"It was all good. I am grateful to belong to an excellent surgery. Thank you to all of you."

"It was a very productive telephone call and very pleasant."

"I was very happy with my visit to Jo. She did not rush my appointment and so my visit was very good. Your NHS Surgery is very well run, thank you."

Our response- We appreciate the time you take to complete this feedback so we can improve our services in the future.

Thank you for the kind comments.

Suggestions for improvement:

"It is offensive to pretend that HCAs can review my multiple long term conditions. Time for the GPs to remember what CARE means"

We're listening and this is what we're doing: Thank you for your feedback. The Healthcare Assistants are trained to carry out Long Term basic observations and checks such as blood pressure, height, weight and blood tests. This information is then passed to the GP to decide the most appropriate course of action. This way of working frees up some of the doctor appointments doing basic checks for more acute problems.

"Was disappointed with the comments from 2nd doctor that reviewed me."

We're listening and this is what we're doing: We are sorry to hear that you were disappointed with the comments from the 2nd doctor that reviewed you. If you aren't satisfied with your appointment, please contact the Surgery to voice your concerns.

"I did not receive the call"

We're listening and this is what we're doing: If you don't receive a telephone call that has been booked, please contact the Surgery so we can investigate.

