

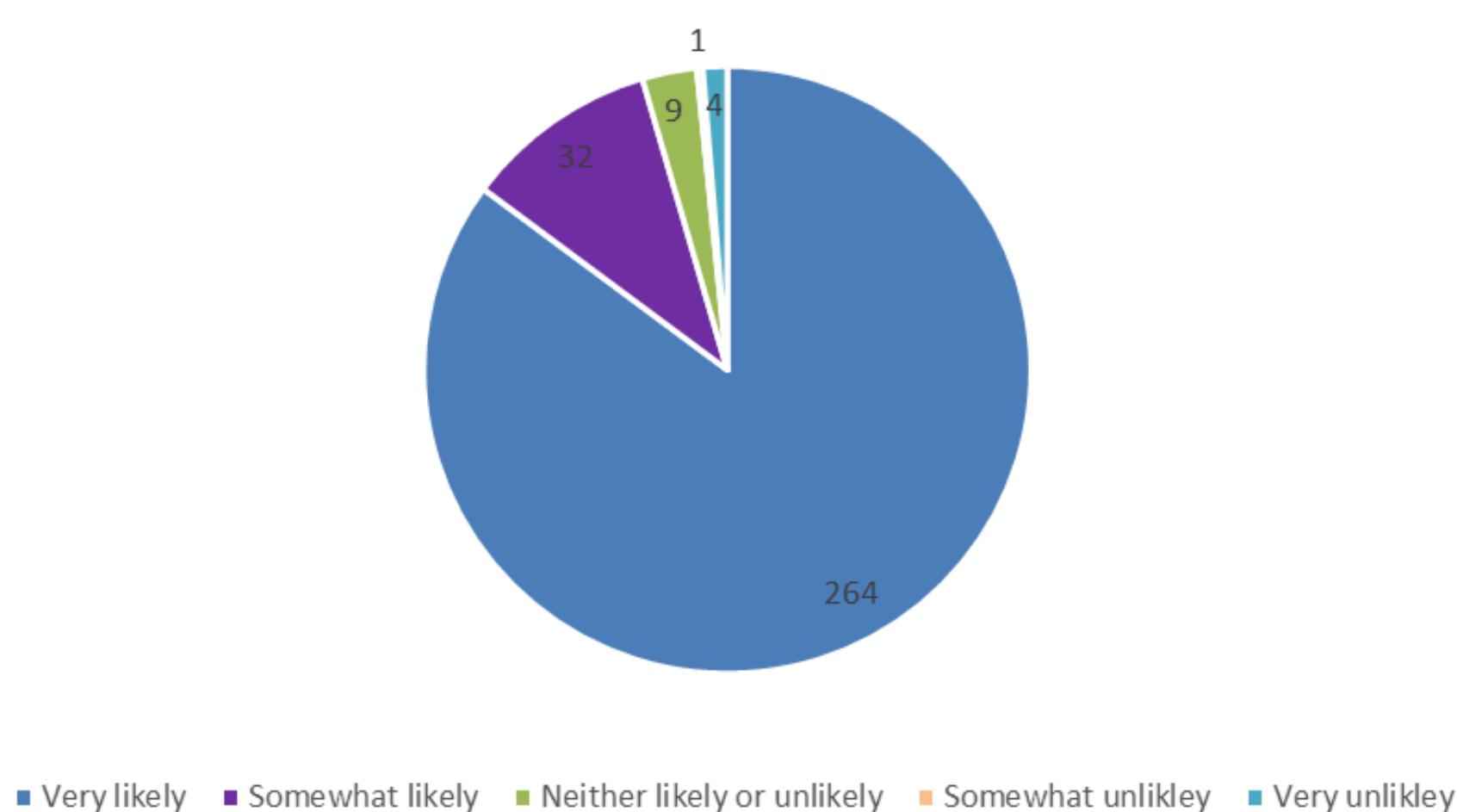
Friends and Family Questionnaire - December 2025

We are listening to your feedback



This month we received 312 anonymous responses following appointments at the surgery. **95% of these patients are very likely or likely to recommend the practice to friends and family.** Please see results below:

How likely are you to recommend the practice to friends and family?



You have been giving us feedback on your care and treatment. Here's what happened: Some of the 312 positive responses:

- "I am given time to ask questions or raise any concerns I may have and I am always treated with courtesy and kindness."
- "The pharmacist who called was empathetic and this came through even on the telephone call. I sensed she cared and I am grateful."
- "I have nothing but praise for the surgery and the treatment I receive. My appointment was on time and my blood was taken. When I needed to see my GP, the patient services staff were excellent and they returned my call with an appointment."
- "As per usual, everyone at our surgery is very professional and helpful. We consider ourselves very fortunate to be patients at this surgery."
- "Thorough examinations and testing with relevance to the purpose of my appointment, I received excellent advice and professional level care. No improvement is needed."
- "I've just joined the surgery. The staff were helpful and friendly and responsive when I additionally expressed concern about my hips. I was then able to book an appointment with the physio while there. Excellent!"
- "Receptionist always pleasant and helpful. Recently I've been seeing the nurse and couldn't praise her more. So caring and nice."
- "Great service, I arrived early and was seen early too."



Suggestions for improvement:

- “Please do something to the patient toilet. It wouldn't cost much to put up a toilet roll holder, a holder for the soap over the basin and tighten the loo seat so it's not slipping about. A coat of paint would be good too.”

We're listening and this is what we're doing: Thank you for your feedback about the patient toilet. We're sorry for any inconvenience. Your comments will be passed on to the relevant team so they can look into this.

- “It would be great if you had hour time slots for the calls, as it can be difficult if at work, or it would give the patient time to get privacy.”

We're listening and this is what we're doing: Thank you for your suggestion about having hour time slots for calls. It is tricky for us to offer specific time slots, as clinic schedules do not always run to time due to emergencies and urgent problems that arise throughout the day. This means GPs often need some flexibility with when they make a call.

- “Answer the phone quicker please.”

We're listening and this is what we're doing: We do have a callback option available, which keeps your place in the call queue so you don't need to wait on the line. For non urgent queries, you can also submit an Accurx online triage form via our practice website and a member of the team will review this and respond appropriately.

- “Good experience though there are quite lengthy waiting times to get tests or procedures booked.”

We're listening and this is what we're doing: We do endeavour to offer routine appointments within 2 weeks where possible. If you wish to see a specific GP, there may be a longer wait due to their availability. Please be reassured that anything urgent will be triaged appropriately by a clinician and prioritised based on clinical need.

- “Waiting time too long.”

We're listening and this is what we're doing: We are sorry to hear that you experienced a long wait. Unfortunately, our clinicians can sometimes run late due to emergencies and urgent issues that arise during the day, which can impact appointment times. We do our best to keep delays to a minimum while ensuring patients receive the care they need.

