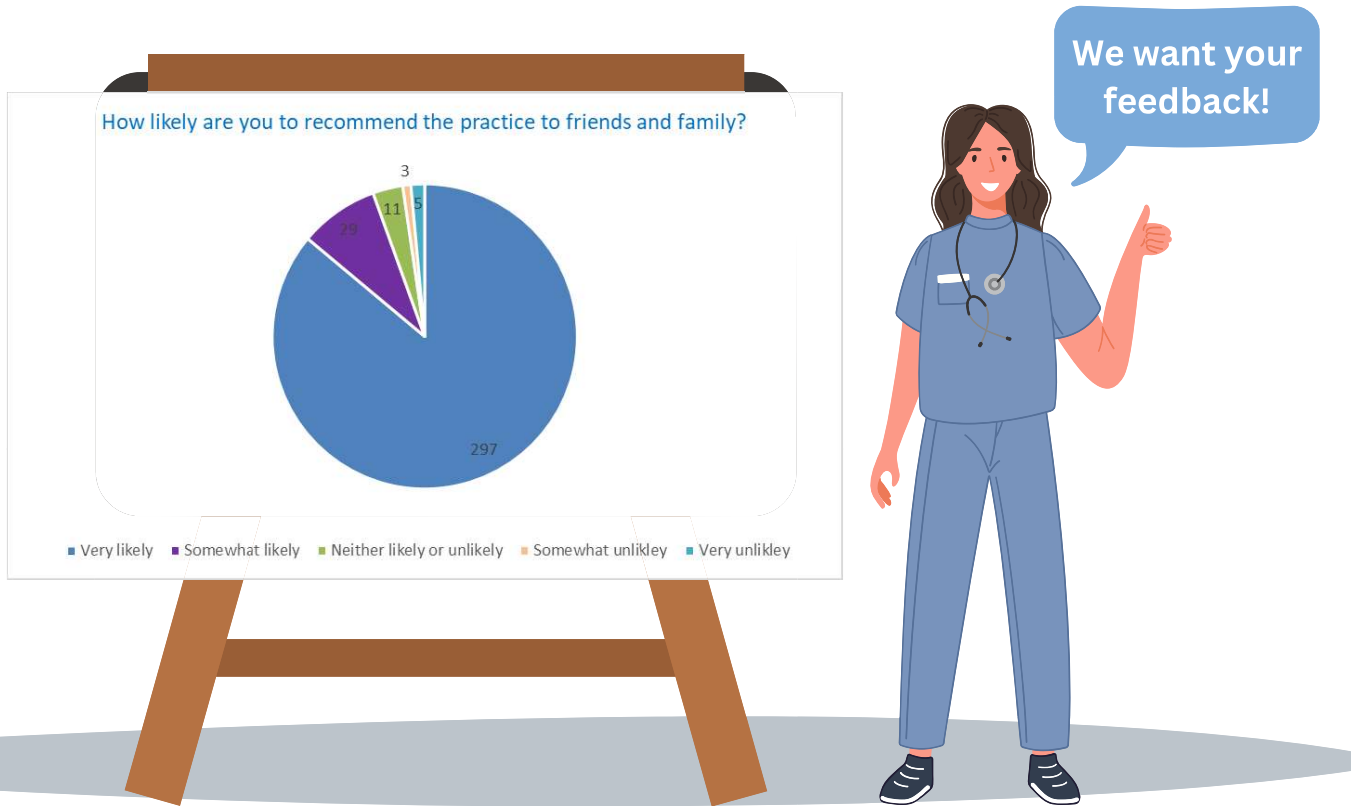


Friends and Family Questionnaire - March 2026

We are listening to your feedback



This month we received 347 anonymous responses following appointments at the surgery. **94% 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 347 positive responses:

- "I have attended the surgery frequently over the past two weeks and each time I was seen on time. The care and reassurance I received were exceptional, and I would highly recommend this practice."
- "I was seen by a very nice, efficient lady. I have no problems with GHMC. I am always treated with respect and kindness."
- "Feba was very helpful indeed, and I felt very encouraged by her advice and support. A very warm 'thank you' to her for our telephone call."
- "I was very satisfied with my visit. Relaxed environment. All my questions answered. Nothing felt rushed. Very satisfied."
- "Everything was very well arranged. The appointment reminders and scheduling were clear, and the waiting time was very short. The doctor explained everything very well and was very patient with me, especially since my English is not very strong. Thank you."
- "Nurse who carried out my health check was very friendly, informative and knowledgeable. "
- "Excellent experience. Didn't have to wait long on the phone. Offered appointment with duty doctor later same day. Dr Cope was very attentive and thorough."
- "I was seen very promptly for my blood test and greeted by a very nice nurse. No complaints about your practice at all."
- "Keep up the good work! Thank you for being friendly and courteous! Great receptionists!"
- "My appointment was on time. The doctor was very helpful. I'm very pleased the appointment went so well."



Suggestions for improvement:

- “I arrived 10 minutes late and I was not attended to, and I was not really happy with it. Some room should be given to accommodate a bit of that because it was due to unforeseen circumstances.”

We're listening and this is what we're doing: We are sorry to hear that you were disappointed with your experience. On this occasion, you arrived around 10 minutes after your scheduled appointment time. We completely understand that unexpected delays can happen and we appreciate how frustrating that can be. However, as our appointment times are carefully planned so we can give each patient appropriate and fair care, we're not always able to accommodate late arrivals.

- “It was good. But it would be even better if the length of the appointment is at least 20 minutes.”

We're listening and this is what we're doing: We are able to offer a double appointment if this is requested, which would allow for a longer consultation time. Please note that double appointments may involve a longer waiting time due to availability but we are happy to accommodate this where possible.

- “It would be nice to have someone on reception. It feels cold and unwelcoming when you walk in.”

We're listening and this is what we're doing: We do try to have a receptionist at the front desk whenever possible to welcome patients. However, due to staffing levels and the need for reception staff to carry out other duties within the practice, this isn't always possible. Please do ring the bell at reception if you require assistance and one of the team will be happy to help.

- “This is pretty much a waste of time survey, there are only 2 surgeries, both pretty much at capacity, with apparently both not easy to get appointments. So not a lot to make a choice from really.”

We're listening and this is what we're doing: The Friends and Family Test survey is an NHS requirement that all GP practices must offer to patients. It isn't meant to compare different surgeries, but to give patients a chance to tell us about their experience. We do read the feedback and use it to look at where we can make improvements where possible.

