

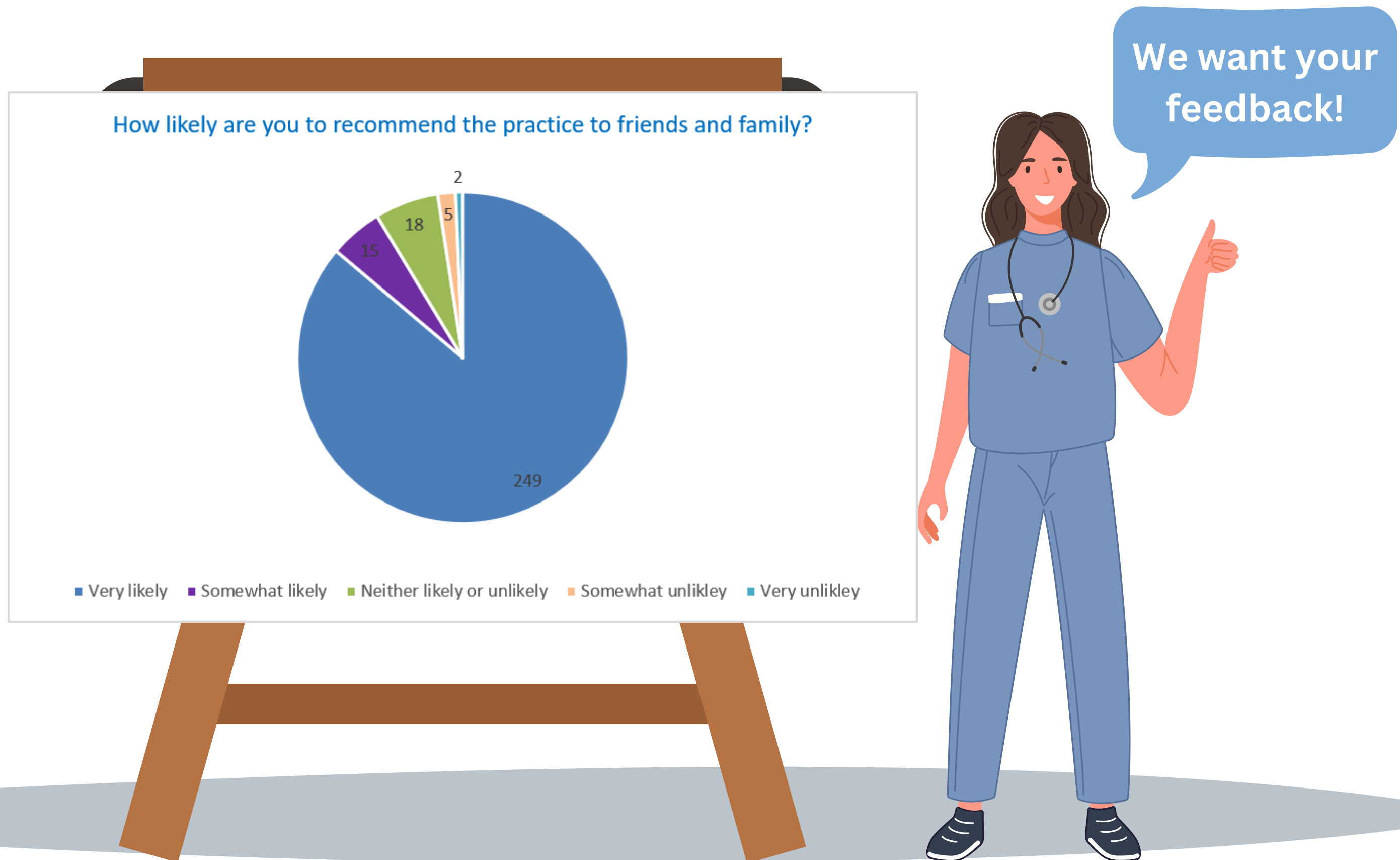
Friends and Family Questionnaire -July 2026

We are listening to your feedback



This month we received 292 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 292 positive responses:

- "Very prompt reply and had a very good service. I really appreciate your staff's help."
- "It was excellent. I was given, plenty of time to explain my symptoms, and action was taken."
- "Arrived early & was seen very quick, met with a friendly smile, put at ease, had my blood test, & then came away. Made to feel good."
- "All staff are very professional, put you at ease, give you time to talk and ask questions, GP fantastic treats me as a individual and important human being, I would not swap them for someone else, I am happy to wait a period of time, in emergency situation I have felt the same with other GP's."
- "Was seen to very quickly and efficiently by reception and medical staff. Thank you"
- "Very prompt response to my e-consult. GP on duty made best efforts in reaching me to schedule an appointment. GP who saw me was very patient and thorough during the consultation."
- "I am always very happy with the way I'm treated by the receptionist, Nurses & Doctors. I was more than happy with Lauren, who was very friendly & made me feel at ease. I find they are always very helpful & welcoming when I visit the surgery."
- "Appointment was on time, professionalism from staff member, appointment very efficient."
- "My appointment was excellent. I was listened to carefully, didn't feel rushed and as a result I have a diagnosis of the symptoms I had been suffering."
- "Was seen promptly on time by the doctor, who was very understanding to my problem, I was very satisfied with the outcome."

THANK
you

Suggestions for improvement:

- “Need some indication how many patients there are before for me.”

We’re listening and this is what we’re doing: As we run a number of different clinics throughout the day, it is not always possible to provide an indication of how many patients are ahead of you. If you would like an update when you check in, please ask a member of the reception team, who will be happy to advise as best they can. Our clinicians always aim to run to time however, occasional delays can occur due to the varying needs and complexity of patients appointments. We appreciate your understanding.

- “Poor communication “

We’re listening and this is what we’re doing: We're sorry to hear you felt there was poor communication during your visit to the practice. We'd appreciate it if you could get in touch with us so we can understand what happened and look into your concerns.

- “Everything about my appointment was good . However it seems like all surgery’s in my area are struggling to give what I would call a normal GP service “

We’re listening and this is what we’re doing: Thank you for your feedback. We're pleased to hear that everything about your appointment went well. We appreciate your comments about GP services and understand your concerns. We continue to do our best to provide the best possible care for all our patients.

- “I'd rather not download or use any NHS app".

We’re listening and this is what we’re doing: Patients do not have to use the NHS App. It is entirely optional. However, many patients find it very useful as it can save time and make it easier to access practice services.

With the NHS App, patients can:

- Order repeat prescriptions.
- Book and cancel appointments (where available).
- View test results.
- Access parts of their GP health record.
- View hospital referrals and appointment information.
- Receive messages and updates from the practice.

We understand that the app isn't for everyone and patients are always welcome to contact the practice by telephone or in person if they prefer.

