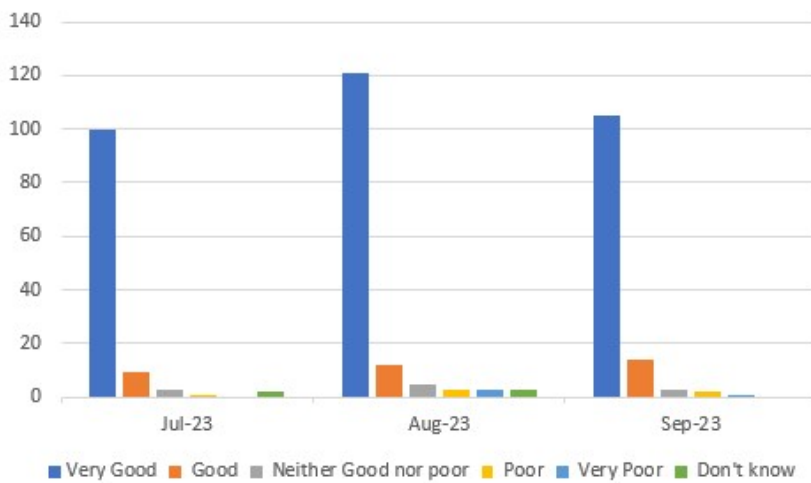




## Friends & Family Test Results July to September 2023

387 responses were received



### Feedback based on recent experience at the Practice

#### July

95% positive

1% negative

4% neutral

#### August

91% positive

4% negative

5% neutral

#### September

96% positive

2% negative

2% neutral

### A Selection of Comments Received From Patients

- ◆ A warm welcome to the surgery by the receptionist and a warm and friendly greeting by the nurse. A great experience for my first visit.
- ◆ I was seen on the same day as my eConsult and prescribed medication. Polite and helpful doctor at the surgery.
- ◆ They talk nice to you and very helpful. I have no problem with the surgery. All very pleasant and helpful.
- ◆ Quick result from eConsult and appointment given for nurse and doctor.
- ◆ Seen on time by a friendly and welcoming nurse.
- ◆ Greeted with a smile and very friendly. Everything was explained well to me and I felt the nurse listened to my take on my symptoms.
- ◆ Friendly, knowledgeable staff. Carried out their jobs well and efficiently.
- ◆ As always, professional and friendly treatment and always with patient's best interest at heart.
- ◆ The nurse was very pleasant and made me feel comfortable. The premises are clean and tidy.
- ◆ A quick response from the eConsult doctor, followed by a face to face appointment the same day.