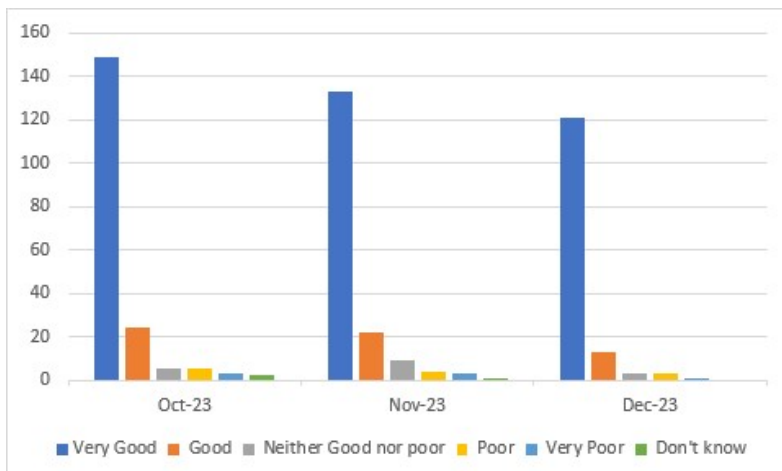




Friends & Family Test Results October to December 2023

501 responses were received



Feedback based on recent experience at the Practice

October

92% positive

4% negative

4% neutral

November

90% positive

4% negative

6% neutral

December

95% positive

3% negative

2% neutral

A Selection of Comments Received From Patients

- ◆ Nurse very efficient and caring. All round good experience.
- ◆ The doctor was very pleasant and helpful, giving clear information and explaining his findings. Also I was seen on time.
- ◆ My eConsult was answered quickly and I was given a face to face appointment the next day. I've had to see three of the GPs in the Practice recently and I can't fault any of them. They were all very understanding and friendly.
- ◆ Staff treat me with compassion, respect and most of all they do listen to my concern and act straight away.
- ◆ The asthma nurse was knowledgeable, friendly and helpful. She was able to answer all of my questions and give advice.
- ◆ Punctual appointment time kept. Nurse was very engaging and pleasant. Blood test procedure was carried out very quickly and professionally.
- ◆ Completed an eConsult, received a call very promptly and had an appointment the same day.
- ◆ Easy to check in. Appointment was on time and everything was smooth.