



FRIENDS & FAMILY RESULTS – October 2023

Overall, how was your experience of our service?

Very good	90%
Good	6%
Neither good nor poor	0%
Fair	0%
Poor	1%
Don't know	0%

Main reason for the patient's response:

Excellent friendly prompt service- health service at its best!

Nurse was friendly and inspired confidence that she was well trained and capable.

The facilities the reception and the doctor were all much to be admired

Nurse was amazing and so knowledgeable about all the vaccines I needed for my trip

Always so well cared for, listened to and never rushed

Dr Brodie is an absolute treasure. He is wonderfully efficient, warm, knowledgeable and makes one feel very well taken care of.

Reception very efficient & doctor listened & acted according to what I'd said.

I had an appointment with Ewa who was such lovely and professional throughout.

Didn't have any problems or obstacles during my visit

The staff at the reception are very friendly, kind and helpful. The actual reception area where the staff is working is rather cramped and should ideally be more spacious. I hope they do not mind being so close together.

The Nurse and Reception staff are very warm plus professional

Very lovely reception team- nice waiting area for children- great doctor- good experience as always at this practice

Practice texted asking me to come and have the AF test. Very proactive

Dr May is very professional and knowledgeable and caring

Seen promptly. Warm welcome. Lovely nurse.

Doctor seemed to genuinely care about my wellbeing, and explained steps being taken to help me get better

Kind and sensitive advice. Never feel rushed and offered a thorough plan of diagnostic and treatment.

Very organised and helpful. Very efficient and compassionate doctors and nurses. One never has to wait too long for an appointment.

Very efficient and extremely well run clinic.