



FRIENDS & FAMILY RESULTS – June 2024

Overall, how was your experience of our service?

Very good	78%
Good	20%
Neither good nor poor	1%
Fair	1%
Poor	0%
Don't know	0%

Main reason for the patient's response:

Always had good service and advice.

Friendly efficient staff fairly easy to get seen.

The reception staff always appreciates the importance of my call and are polite and helpful.

It's a surgery like any other if the patient fits preferred operational standards working model then fine One size fits all.

GP listened to all my concerns and was thorough in analysing them and making quick referral to A+E for xrays etc. Very happy with this service.

I was well looked after from start to finish.

Very professional and kind service. Always feel that nothing is left unattended and any suspicious symptoms are investigated. The best clinic I have ever attended.

The check in process was very easy using machine in the reception. The GP was understanding and listened all my questions and provided care plan I collected sample from reception after the appointment and staff kept me updated when it would be ready. Very organised.

The staff is friendly and efficient and seem to really care.

Professional service and I was able to book all appointments needed without difficulty.

Given an appointment on the same day did not have to wait at the surgery for more than five minutes.

Feel comfortable and Doctors and staff are very good.

Staff are always polite and welcoming. My experiences are never faulty. Thank you to all involved.

The staff are always very polite and pleasant and waiting times in surgery usually very short A very efficient and well run practise.

Prompt efficient expert treatment. Very polite and helpful reception staff.