



## FRIENDS & FAMILY RESULTS – August 2024

**Overall, how was your experience of our service?**

<b>Very good</b>	<b>76%</b>
<b>Good</b>	<b>19%</b>
<b>Neither good nor poor</b>	<b>3%</b>
<b>Poor</b>	<b>1%</b>
<b>Very Poor</b>	<b>0%</b>
<b>Don't know</b>	<b>1%</b>

**Main reason for the patient's response:**

The practice is very efficient my nurse has been wonderful with my treatment and very caring and helpful.

All the doctors I've seen over the years have been first class including the regular part time doctors.

I was able to get a same day emergency appointment which stopped my condition worsening. Very efficient reception team and lovely drs as well.

The waiting time was short and the doctor was courteous and efficient.

Good service but appointment was 30 minutes behind schedule.

Great reception team. Saw requested GP and appointment was punctual and informative.

My doctor could understand all my needs and helping me out precisely. I could not ask more. Great service and human touch.

Prompt efficient polite and sympathetic attention by all concerned.

Very efficient reception Virtually no wait time and Dr Scudder is a wonderful practitioner.

Reception listened and engaged my query providing solution of urgent appointment. Dr saw me within an hour recommended further examination at C W. Excellent experience.

Attentive staff very professional nice people.

Booking the appointment and the quality of the medical care were excellent.

Very nice stuff and good attitude.

The surgery fitted me in at short notice and the doctor gave me plenty of time and did rush me.

My query was dealt with quickly politely and efficiently.

Dr and the reception were outstanding.

Professional friendly considerate excellent 👍.

Enthusiastic keen to help made me comfortable and proffered excellent advice on maintaining a better level of health.