



FRIENDS & FAMILY RESULTS – September 2024

Overall, how was your experience of our service?

Very good	86%
Good	9%
Neither good nor poor	2%
Poor	1%
Very Poor	2%
Don't know	0%

Main reason for the patient's response:

On all of the thankfully few occasions I have had to visit the clinic the service has been nothing less than excellent.

Excellent care for children. Excellent professionals.

Everyone is always very polite and helpful it is a service with a smile I always feel very welcome.

The GP was friendly empathetic very professional understood my issue explained the circumstances and initiated follow up actions immediately. First class.

The people at reception are friendly and professional. The doctors are caring friendly and helpful. The place makes you feel comfortable and well taken care of.

Excellent doctor really took his time and explained things very clearly.

Genuine desire to help and care by pharmacist and Doctor. Efficient and friendly reception.

Friendly professional efficient well done all.

The staff were very kind helpful and efficient. I felt better for my visit.

Very punctual and excellent analysis and advice from doctor. Reception staff gets 5 stars.

No waiting. A very nice nurse. Thank you NHS.

I could be able to get same day appointment and saw the doctor without any delay. He was experienced and advised me correctly.

GP was running late. I was seen 40 mins later than appt time.

I was seen exactly on time and the nurse was courteous and very efficient.

Everyone was pleasant to deal with. The appointment was handled timely and with efficiency. Much appreciated.

Good booking process phone consultation on time and very efficient.

The expertise and attention of the doctor were remarkable.

Receptionist greets you with a smile Dr Scudder kind and encouraging.

An excellent Surgery. Feel very relaxed and comfortable with my doctor.