



## **FRIENDS & FAMILY RESULTS – November 2024**

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

<b>Very good</b>	<b>84%</b>
<b>Good</b>	<b>12%</b>
<b>Neither good nor poor</b>	<b>2%</b>
<b>Poor</b>	<b>1%</b>
<b>Very Poor</b>	<b>1%</b>
<b>Don't know</b>	<b>0%</b>

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

The nurse was efficient timely and with a smile.

The GP was very thorough in her diagnosis and very understanding.

I was seen on time. Listened to attentively assessed and referred for further investigation of my issue. I felt in good care.

Pleasant and polite staff from reception to the nurse.

Reception staff helpful. The electronic check in system is really good and I was seen on time.

Friendly and helpful staff. Always ready to help.

I felt I was in good hands and that GP understood me. Very nice welcome from the reception team.

I had an appointment with the nurse she was very polite and let me understand properly and clearly.

The wait was minimal and the doctor polite and efficient.

On time quick and efficient friendly and willing to answer questions.

The appointment was given quickly same day. I didn't wait long in the waiting room. Everywhere looked immaculately clean and tidy. There was an atmosphere of people knowing what they were doing.

Perfect in every way. Good communication and technically good.

Great care from Drs, nurses and reception staff.

It's incredibly efficient and well run.

I didn't have to wait long and the nurse was friendly and answered my questions with patience.

Staff were polite positive and professional.

Saw nurse who was polite and friendly.

The doctor I saw made me feel comfortable and took his time to make sure he understood what I was trying to express.

All staff very helpful Doctors take time to listen and explain whilst remaining professional.

A friendly welcome from the reception team and swift and efficient process when I was called into the consulting room to take blood.

Excellent commitment and engagement to support patients really grateful

I was treated with great respect and professionalism