

## NHS FEEDBACK

### October 2024 - Total responses 82

GP communicated and listened well.  
Good to see that the rooms have now been numbered and the electronic system now tells you the appropriate floor and room number to attend.

### Eden Park Surgery

#### Members of the team Mentioned

Reception staff  
Pysio  
Nurses  
Dr Gilbert  
Dr Bateman  
Dr Femi  
Chrysa  
Nurse Cathy

The **physiotherapist** was knowledgeable and explained every aspect of the proposed treatment clearly.

### Q1. Overall, how was your experience of our service



#### VERY GOOD

50 Responses / 60.98 %



#### GOOD

14 Responses / 17.07 %



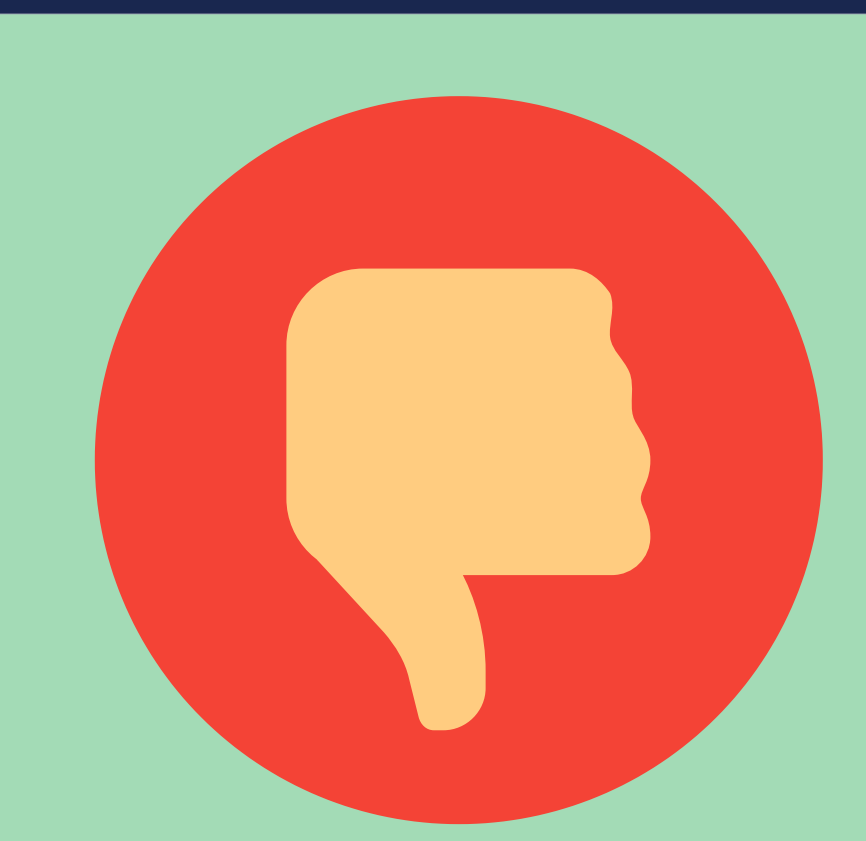
#### NEITHER GOOD NOR POOR

12 Responses / 14.63 %



#### POOR

3 Responses / 3.66 %



#### VERY POOR

3 Responses / 3.66 %

### Comments

Q2. What was the reason for your answer (Q1-Above)	Q3. Anything we could have done better
Fantastic service	Nothing. Thank you for everything that you do.
The practice nurse made me feel so at ease about having my smear, Thank you <b>Cathy</b> .	No the whole experience from booking the appointment to seeing the <b>Doctor</b> was straight forward and a good customer journey
<b>Doctor</b> was lovely and sympathetic. Excellent experience <u>100</u>	Not at all, Treated me as an individual, listened with interest to the big picture & supported me to find a solution.