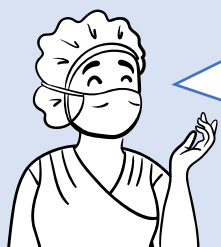


Comments from our friends & family Test



Thank you to everyone for completing the friends and family survey.

RESULTS: May 2025

90 comments

86 Good and Very good

1 Poor

All feedback is welcome please see some comments and feedback we've received over the last few months. We will keep you updated monthly and let you know of any improvements made due to your comments.

Your feedback is very important to us to ensure we are getting right. Creating excellence in patient care is what we strive to achieve every day. This can only be reached by continuous improvement, helped by all your comments and feedback. Please continue to share your feedback with us so we can get it right for you.



Immediate response, friendly, reassuring and reliable clinical

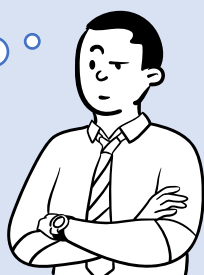
Welcomed in a nice friendly manner, efficient, painless and listened to.



I was seen on time and the nurse was knowledgeable and efficient.



Always helpful and caring.



Seen on time and was made to feel very relaxed. Everything was explained well.

You said	We did
If doctor running late that the receptionist comes out and tells you rather than you going to reception to enquire.	Further training within the reception team to inform patients of delays either at the desk or via the call board system.
Fixing the air conditioning in the very hot room.	We have had additional air conditioning units fitted to clinical rooms for patient comfort.