



FRIENDS & FAMILY RESULTS – June 2025

Overall, how was your experience of our service?

| | |
|------------------------------|------------|
| Very good | 92% |
| Good | 8% |
| Neither good nor poor | 0% |
| Poor | 0% |
| Very Poor | 0% |
| Don't know | 0% |

Main reason for the patient's response:

Dr Scudder always takes such very great trouble and care. Please thank Dr Scudder.

Very attentive at Reception and the Doctor was very helpful.

Prompt and informative feedback about blood tests.

I was seen on time by the doctor who was attentive.

Seen on time. Dr May was excellent.

Professional, friendly treatment and kind but efficient organisation.

The doctor took her time and explained everything clearly.

Well organised computer arrival check in fantastic.

The best GP and the best team.

Dr Toukan is very professional, brilliant at communicating and evaluating my problems. Feel reassured with her assessing my conditions.

Punctual appointment. Very professional young doctor who explained everything v well.

The Doctor was very helpful and very understanding.

Always satisfied with service both from staff and doctors.

They always treat EVERYBODY with kindness and respect I am very happy to go there.

Staff are all very helpful friendly and knowledgeable.

Treated efficiently by reception staff and Laura, the nurse.

GP was kind patient and knowledgeable.

Professional friendly service. The usual caring for my health and general well-being. Thank you.

Zack, the person who did my blood test was very good and helpful.

Doctor was very professional and helpful.

Good doctor experienced. In past year I have had a couple of locum appointments and they weren't really that great so always try to see proper doctors.

Felt very much at ease with the doctor and easy to express my problem.

Both Zack and Dr Toukan were excellent each in their own capacity.

Made appointment online. Was seen promptly doctor was thorough and considerate. Blood Test carried out later that day results communicated the day after.