



FRIENDS & FAMILY RESULTS – August 2025

Overall, how was your experience of our service?

Very good	90%
Good	4%
Neither good nor poor	0%
Poor	3%
Very Poor	3%
Don't know	0%

Main reason for the patient's response:

Appointment was easy to make waiting area was well organised and clean. Interactions with reception staff were pleasant and efficient. GP was kind.

The front receptionists are always friendly and welcoming which is lovely. The nurse I saw was professional and explained what was happening throughout my appointment.

As always very helpful understanding and overall top service. Thank you for being there for me and my family.

I was seen on time. Using the computer on arrival is excellent idea.

Extremely professional and friendly doctor who listened sensitively to my issues and organised everything that was required to manage them in a short time frame. The staff at the reception desk were also excellent.

Prompt no fuss. Very well performed Blood test. Reception team gave advice on the NHS app.

Very courteous and professional. A first class clinic.

Telephone appointment started more than 30 minutes late. Doctor sounded disinterested and disengaged.

The Receptionist was very accommodating as my concern needed an urgent on the day appointment and she booked it in straight away to see Dr May who was VERY approachable that I left feeling very reassured.

The practice is very well run. Reception staff are very helpful and accommodating. The medical staff are very caring and explain everything to you.

The staff are always exceptionally welcoming cheerful helpful and professional. The Medical team listen and are excellent at diagnoses. All in all as always a very positive experience.

Got an appointment easily, very little waiting. Brilliant reception staff. Good waiting area. Was able to discuss concerns to GP and received excellent and thoughtful answers.

Very friendly personal service from staff. Dr who I saw was excellent. Very caring and gave very useful advice. Thank you.

The reception staff are friendly and efficient. Dr Toukan is always warm competent and gives me confidence in her.

My mother was treated with great respect and professionalism by the nurse and on call doctor. We are most grateful for their care.

Booked an appointment convenient for me. Staff very helpful and friendly. Doctor outstanding in care and manner.