



FRIENDS & FAMILY RESULTS – September 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:

Nice from beginning to the end. The Doctor listened.

The receptionist is always so helpful and the GP I saw was super efficient and clear.

I'm very happy with my GP team they are always helpful and honestly I feel much more comfortable in addressing my health needs with them.

Staff always cheerful and engaged and appointments on time.

I was given an appointment on the day that I phoned to make one and saw Doctor Toukan who was lovely and very reassuring.

The Doctor was incredibly insightful and helpful. I felt listened to and not rushed out.

Very easy to get an appointment. Seen very promptly at the appointment time. Clean, quiet surgery.

Dr May is excellent and receptionist are very nice.

Excellent communication from both reception team and GP. An A grade service.

Booking easy and appointment time suited. Proactive check offered.

Everything was dealt with efficiently and on time.

I am very happy with the whole experience from booking the appointment to seeing the Doctor. He was straight to the point good bedside manner and very professional.

Cheerful friendly staff. I felt very safe and comfortable with the nurse despite feeling quite nervous and scared when I arrived. Everything was explained to me and I felt very reassured and comfortable. Thank you for a fantastic experience which has made me far more relaxed thinking about re attending in the future.

Dr Toukan is thoughtful attentive and informed. A kind and excellent doctor.

Always helpful and friendly at reception. My doctor is wonderful.

Prompt appointment doctor. Listened to me. Arranged appropriate action.

Friendly and efficient staff. My doctor was extremely informative. I consider myself fortunate to have such a caring and well run surgery so close to my home.

Incredible start to finish. Speed of appointment. Quality of care. Follow up and surroundings are all first class.

All staff very friendly helpful. The Doctors are very professional thorough and helpful.

Everyone was very accommodating polite and did their best to make my visit pleasant and comfortable. Made me feel at ease and not be anxious.