



FRIENDS & FAMILY RESULTS – November 2025

Overall, how was your experience of our service?

Very good	88%
Good	10%
Neither good nor poor	1%
Poor	1%
Very Poor	0%
Don't know	0%

Main reason for the patient's response:

Dr understood issues and followed up with me. Very grateful.

It's immaculately clean tidy fresh and calm with an aura everyone knowing what they're doing and doing it. The addition of a little background jazz very calming too.

Always polite and extra careful at reception. Practitioner was excellent.

The receptionist was warm and friendly when I made the appointment and when I arrived at the surgery the nurse was warm friendly and efficient.

The nurse is absolutely brilliant. I had already had other visits with her. I'm so pleased.

Very good time keeping, professional, friendly reception. Doctors very attentive to listen to me and make me calm and confident about my health.

Efficient, on time, very pleasant to deal with.

On time. I was listened to advised and treatment followed through all politely and efficiently.

The in house pharmacist was excellent listened to me and gave advice highly recommend Anita.

Always satisfied with the reception and doctors diagnosis. No complaints what so ever.

Friendly greeting checked in swiftly. A short wait for appointment. GP attentive explained results in an unrushed manner.

Very well run surgery, friendly helpful staff, very clean and tidy environment.

Pretty efficient practice these days. Online booking system for appointments and repeat meds keeps things easy.

No waiting time. Very nice and effective doctor.

Dr Scudder was very understanding and helpful.

Dr Toukan was excellent as was Shannon who managed the prescription.

Everyone at my surgery are helpful, warm and welcoming. What more does one need.

Great service from reception and GP.

The whole team are highly professional and the appointment was on time and very helpful.