

## Friends & Family Test - July 2025

Overall, how was your experience of our service?	Please can you tell us why you gave your answer? (optional)	Please tell us about anything that we could have done better (optional)
Very good	Generally overall a very caring appointment answered my questions and helped me understand why I was having certain things done 🙌	
Very good		
Very good		
Very good	Happy with advice etc	
Very good	We had an appointment with the nurse. She was very friendly.	I asked her to check my sister's ears for wax, but she couldn't as she did not have the equipment. Perhaps the nurse should be able to check the patient thoroughly instead of doing just weight, bloods and blood pressure?
Very good	Normally have not appointment .But	i have appointment quickley.Most of the time say ring in the morning .Thanks for this time to see the doctor and she i put request for u for Hospital .So today blood test thanks
Very good	The dr was very helpful n he explained everything nicely	
Very good	On time courteous, explained reasons for the vaccination and reassurance	
Very good	Excellent doctor who actively listened. Didn't feel rushed.	
Very good	The entire process was straightforward with no fuss	Cannot think of one
Very good	Friendly and helpful	Very efficient
Very good	Got the appointment asked and explained very well	None, very happy with service
Very good	Sharon was exceptionally good & caring	
Very good	Pleasant nurse talked things through .appointment on time.	
Very good	We were taken in time for the blood test	I have nothing to say. I'm very happy with the service thank you.
Very good	i am glad on reception they booked for me appointment	i am not get appoitment .Even try to ring in the morning by the phone answer and they said all fully book.
Very good	Quick and simple	Nothing

Very good	Had time for appointment waited 5 mins saw nurse	Ok with everything thanks you
Very good	Staff very efficient	N a
Very good		
Very good		
Very good	The whole experience was excellent and I am started elastic band exercises , they physio was excellent and I am positive the exercises he set for me will be beneficial.(Another asset to the surgery)	Nothing
Very good	Staff very caring and efficient	
Very good		
Very good		
Very good	Very helpful service	
Very good		
Very good	Patient, thoughtful and warm approach to treatment	Nothing comes to mind
Very good	Dear Sharon, Thank you so much for your kindness and professionalism during my recent visit for a blood test. Your warm manner and expertise never fail to put me at ease, making what could be a daunting experience so much more comfortable. I truly appreciate your dedication and the outstanding care you consistently provide.	Maybe more staff? The nurse's are alway packed with patients
Very good		
Very good	The doctor took time to examine and provide information so we knew what was going on. Patient elderly so she was very reassuring. Didn't rush the appointment.	Happy with that particular appointment.
Very good		
Very good	The doctor was quite thorough	
Very good	Straight in for vaccination. Nurse was lovely.	Nothing for this appointment, as the place was empty. But I've been trying for an appointment for weeks and can never get one. As a 68 year old, with health problems...it's very worrying
Very good		
Very good	Easy to book, on time & an excellent Doctor	Nothing, I was very satisfied with my appointment.
Very good	Doctor I met was very helpful	

Very good	Friendly and compassionate doctor	Said 2 hours to get inhaler as prescribed but turns out it was not ready until 2 days later
Very good		
Very good	She was very helpful and polite.	
Very good	Everyone trying best to fulfill my requests and needs	Drs to be proactive more
Very good	Very nice doctor and non medical staff	No comment
Very good		Se is good
Very good	Nurse was very good	
Very good	Freidly and professional staff	
Very good	Discussed medication and how I was doing healthwise	Nothing really Hamza was east to talk to very pleasant
Very good	No fuss no frustration just straightforward service	Cannot think of one
Very good	Every thing was explained nicely	
Very good	Got seen on time no waiting around. Nurse was very thorough and explained everything to me. Very friendly and helpful	
Very good	Seen pretty quickly, when we got to the surgery.	Nothing...just right
Very good	My original appointment which was the first of the day had to be cancelled due to staff illness so I received a call before 8am to let me know and an appointment was then booked for the following morning which went ahead without any problems.	Nothing. The right course of action was followed.
Very good		
Very good	I was seen by your pharmacist who seen me early and explained everything that I needed to know about my medication and blood test results.	Probably more telephonist required at peak times.
Very good	Good, friendly service	
Very good		
Very good	The receptionist was excellent polite discreet and knowledgeable.The doctor I saw was also very good.	
Very good	Very good service.	Nothing they were great.
Very good	Consultant was empathetic and knowledgeable	N/A
Very good	Same day Face to face appointment	
Very good	doctor and reception staff were nice.Extra medications given and doctor explained reasons	More of direct visits than through telephone because telephone appointments don't have specific call time as direct appointment with the doctor.

Very good		
Very good	Dr.Nishath is a lovely lady,and a pleasure to deal with.She examined me and gave me a prescription for the necessary medication.I was very happy with the consultation.	Nothing.It was all good.
Very good	It's very easy to book appointments	Not do anything but just give us appointment early
Very good	On time the check up was done and professionally	
Very good	I'm very pleased with the changes of being in a PCN which means that I've been able to get appointments with ease. I want to mention Dr Shuwail who I think is a credit to the centre. She has a caring manner, explains clearly and is everything I think a great doctor should be.	
Very good		
Very good	I was very satisfied with the way I was treated as a patient and all questions I asked were answered	
Very good	Fast, efficient, seen on time for routine injection	No
Very good	Because the copd nurse was great she asked me all the right questions and she know what to say to me	You need to give the nurse the right to do medication
Very good	Was happy got seen on time	Nil
Very good	The nurse is always cheerful and willing to chat to me	N/A
Very good	Nurse was very friendly and helpful and at the same time very professional.	
Very good	She is always friendly and helpful and good at her job	
Very good	Prompt service	N/a
Very good	Friendly officiant staff. Appointment times and dates speedy.	If offsted was monitoring your surgery you'd be top ranked. I hear some bad stories from friends about there surgery's and poor staff with attitudes and appalling dates given. So no I have nothing I can say about this GP practice to improve. Fantastic surgery
Very good		
Very good		
Very good	It is always very good	
Very good	Nurse was very helpful number one thing is she listened to me	
Very good	Dr pancholi is amazing	I wish I did not have to wait so long to get an appointment

Very good		
Very good	Nurse was very helpful	Nothing
Very good	Very perlite and meaningful	
Very good		
Very good	Am satisfied, by the team and management.	Everything is ok
Very good	Every one is very polite and helpful.	
Very good	Fast, efficient and friendly	
Very good	Really helpful	
Very good	Nurse very helpful friendly seemed to have time for me	
Very good	Highly professional and effective services	None... everything is perfect
Very good		
Very good	Reminder about appointment, nurse taking blood sample very competent.	Nothing.
Very good	I thought that the service was good	I don't think anything could be better
Very good	Was able to get an appt quickly. GP's are most helpful	
Very good	Very happy with advice ref scan result	
Very good	I was looked after better	
Very good	u have a good service	everything is fine
Very good	Doctor was very nice and helpful	
Very good	Clinician was very thorough. Excellent listening skills. Discussed management plans clearly	All members of staff need to introduce themselves with name title and role. "My Name is" campaign could be discussed at eg PLT. This is imperative as clinicians are not always GPs and transparency is essential
Very good	Sharon collis is always friendly and welcoming and makes you feel she has time for you.	
Very good	Good service	Every thing is good
Very good		

Very good	The doctor/clinical pharmacist discuss my problems in details. Am satisfied with their approach.	It will be easy for us to discuss our problems with the same doctor as he or she knows my medical history. But every time we get a different doctor and it is difficult for us to discuss our problems in details. In 10 minutes time it is also difficult for the doctors to study my medical records in details.
Very good		
Very good	Sharon was polite, professional, and helpful 🇬🇧	
Very good	He was very good at telling me what & why he was doing everything .	
Very good	There a good doctors and nurses	Perhaps get out to disabled people who can not make
Very good	Good service	
Good		
Good	I was treated courteously in a friendly and approachable manner.	
Good	Cause service is good.	Service is good so nothing to say. Thanks
Good		
Good		
Good	Was listened to	Left my medication alone, (taken off painkillers which I rely on for fibromyalgia).
Good	Good	
Good	Nurse was very helpful	Nothing
Good	For your satisfaction	Steal doctor not give patients face to face appointment need to epruve
Good		
Good	It was quick	
Good	Please don't say	Phone in the 15mins as told for a telephone phone question
Good	Most times the GP would prescribed a medicine in accordance with the patients symptoms however the reception take long to answer even if you call early and they can sometimes sound rude even if your being respectful to them	The reception can be a little less rude, I understand that a lot of people are calling and they're probably stressed from the work but it isn't the patients fault

Good	I am still surprised by the CKD diagnosis based on blood tests, noone has talked through symptoms I may or may no have, just the side effects of prescribed medication. It is daunting to feel healthy by have a serious disease diagnosed, I was given good information, but fell weepy and upset by the outcome. I was reassured a bit y the pharmacist today when I picked up my medication, and had a healthy BP result, which I will continue to do. The machine inside was not working. Reception were able to offer a sooner blood test to check, as the link provided only gave limited options, for over 3 weeks time.	A discussion about symptoms, and more support about lifestyle, I do eat healthily, and do exercise, but I am aware I am overweight. I find it strange this discussion was not with my GP, but I was grateful for the time given by the pharmacist. I would like more support about starting a key medication.
Good		
Good		
Good		Nothing
Good		
Good		
Good	This is an exception to how the service normally runs	On this occasion nothing but this is very much an exception to standard experience normally recieved
Good		
Good	My second appointment for my Shingles part 2 innoculation went very smoothly, on time and carefully handled.went very well	
Good		
Good		Suggest it's good practice to introduce the second person in the room especially when they dont ha e a name badge on.
Good		
Good	When completing the online form for a non urgent appointment there is no urgency to respond unless you call the surgery to chase.	Re open the option to book non urgent appointments online.
Good	Problems trying to contanct via phone also.using callback	
Good		

Good	The doctor took her time explaining everything. I wasn't rushed. She made sure she understood what I was saying how I was felled and any description details.	The previous telephone call wasn't as good. A GP telling me I was too young for menopause with a slight giggle was absolutely shocking and hurtful. At 37 I was out on a medical induced menopause for two and a half years. After that my ovaries didn't kick back in for a year after that 4 periods a year for two years I have been naturally menopausal with no periods at all for the last two years. There are certain things that shouldn't be said to patients this was one of them. I was deeply hurt and to be honest over the last few years this wasn't the first time that has been said to me.
Good	Felt heard	
Good	It's little bit changed then before	No
Good	No comment	All ok.
Good		
Good	Nurse was very helpful.	None
Good	The dr I seen was very nice and helpful	
Good	Sharon the nurse was lovely, caring knowing I do not like needles	
Good	On time, pleasant staff	Free refreshments for those wanting? (You did ask!)
Good	It does take a while to get an appointment	Not sure but more available appointments would be nice.
Good		
Good	I arrived early. I had waited 15 minutes then due to a appointment elsewhere informed the receptionist I would have to rebook. She said the nurse was running late and had someone with her. I was soon called in, nobody passed me on the way out. Also nobody exited the building prior.	Do not keep people waiting unnecessarily.