

# **Friends and Family**

## **Comments April 2025**

Comments taken from the Friends and Family feedback provide valuable insight into patients' experiences at the practice. They highlight what is working well—such as positive interactions with staff, ease of access to services, and overall satisfaction—as well as areas where improvements may be needed. This qualitative feedback complements the quantitative responses and helps the practice identify trends, celebrate good practice, and address any recurring concerns in a constructive way.

- ❖ Nurse was very good at talking about how I was feeling in general.
- ❖ Dr Aru made me feel at ease with his manner. My "problems " were discussed in a relaxed and professional in depth fashion and I came away happy and reassured. Top marks.
- ❖ Got through straight away on the phone and got a same day appointment very good service
- ❖ Fantastic service, professional, friendly, empathic test are exceptional from reception staff up to the Drs. Thank you so much for my care. 5 star plus.
- ❖ The Dr asked why I was moving; he mustn't have known I have MS even though it is on my notes.
- ❖ I really liked the way the doctor examined me and approached me.
- ❖ The nurse very friendly you feel relaxed with her. She doesn't rush you, listens to you and has a nice relaxed demeanor. I felt comfortable in her company. You feel relaxed when you enter the centre and sense you will get the best of care.
- ❖ Arrived at the surgery and logged in that I had arrived for my appointment and when my appointment time arrived I was called in and had my Covid Booster, in and out in a couple of minutes.
- ❖ Dr thoroughly looking for root cause and carried out preliminary discovery by requesting bloods and stool sample as a process of elimination. Good bedside manner.