

# **Friends and Family**

## **Comments August 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.

- ❖ Everybody is so friendly and helpful. Nice to feel valued rather than just a patient conveyor belt. Thank you
- ❖ I felt at ease with my doctor he explained everything to me that I needed to hear i went home in a better frame of mind.
- ❖ Joanne, who I had my consultation with was brilliant, explained things well and made me feel comfortable and at ease. She also showed compassion on a separate issue I mentioned.
- ❖ Receptionist was polite, waiting time was minimal. Was able to express my symptoms with doctor who then asked relevant questions and then took steps to get things checked with a blood test. Overall, everything was extremely efficient and stress free.
- ❖ All on time as booked nurse very helpful and explained results in a clear manner and answered my questions
- ❖ No delays. Doctors managed to swap the appointment to see both myself and my son, so we would not sit in reception.
- ❖ Lovely staff , fully explaining everything and answering any questions I had.
- ❖ The service was very good and efficient supplied with professionalism and a touch of humour to help a potentially stressful situation
- ❖ Excellent service from the Practice Nurse & she was very knowledgeable. The nurse explained, provided me & my husband with advice regarding travelling to Thailand. She also administered our immunisation.
- ❖ I was very pleased with my appointment, seen on time ,and pleased with my treatment