

# **Friends and Family**

## **Comments September 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.

- ❖ Very prompt and polite treatment.
  
- ❖ I had checked test results on my NHS APP before attending so knew beforehand areas to be discussed. Already had booked follow up blood test as required.
  
- ❖ The doctor listened to me first and asked if i had any other questions he made me feel comfortable by having a laugh with me
  
- ❖ Very friendly and answered all questions
  
- ❖ I came in for a vaccination for my unborn child. I have a fear of needles and was anxious but the nurse helped me to feel comfortable and at ease and I didn't feel a thing. Thank you!
  
- ❖ GP unable to help, referred back to dentist who referred me to the GP in the first place, or suggested treatment I had already had which did not address the issue. GP was personally nice, professional and well meaning, but system is broken & useless.
  
- ❖ Here every 3 weeks with my hormone injections with Sarah always look forward to my appointments
  
- ❖ Doctor was helpful, answered questions and listened with politeness.
  
- ❖ Went in to the doctors with a problem there trying there best to sort me out! Receptionist I spoke to this morning smashed it getting me an appointment straight away thanks again.
  
- ❖ They were respectful at the reception. They called me in time. The consultant were very polite and heard me nicely. She has done well for me.