

# Friends and Family

## Comments December 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.

- ❖ Easy to get an appointment and the doctor was very helpful
- ❖ You are all so friendly, approachable and professional. And Dr Reede your "bed side" manner is amazing. The minute I walk into your rooms with my anxiety and depression you make me calmer.
- ❖ My appointment was on time, it was not rushed and it was successful. The Dr was Everything was explained to me fully and I was asked if everything made sense. Follow up appts were also mentioned and also any on going support that I may require.
- ❖ My appointment was on time and I was put at ease everything explained to me and Very friendly and first class treatment thank you so much.
- ❖ Very thorough check up by a very experienced nurse who answered all my questions in a friendly knowledgeable manner.
- ❖ He is a very good listener and puts you at ease prefer going to him
- ❖ Such a lovely nurse ,explained everything.
- ❖ Pleasant warm waiting room, doctor explained reason for pain very well pleasant receptionist.
- ❖ It was my first visit and I couldn't be more pleased with the attention I received
- ❖ I didn't have any interaction with anyone apart from the gp. It was easy to register that I had arrived and the instruction of where to go is good.