

# Friends and Family

## Comments February 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.

- ❖ Doctor seen was very sympathetic and understanding. Listened and offered various options for issue resolve. Felt confident when leaving that my complaint was noted and the treatment was the best route for me.
- ❖ I'd asked for advice for putting on a Velcro wrap on my leg and was given an appointment for 1 pm today, which was good. However, the surgery rang to cancel this as the nurse had not been trained in this procedure.
- ❖ The appointment was 30 minutes late but given that this was an emergency appointment made that morning I consider this good service
- ❖ Doctor did not understand EN, confused "drooling" with "stooling" when asking for a teething prescription for baby was refused, he did not even check baby's mouth. Baby in nappy only, both door and window open, himself being dressed as a polar bear!
- ❖ I cannot put into words how good this practice is from the reception staff to the medical staff. It is 5 star plus. I feel so privileged to get the care I receive from the practice. Thank you.
- ❖ The person I saw was very good listened to my concerns and her response helped me to make a Decision
- ❖ I was supposed to receive a phone call apt at 8am and I never got a call. Last week they rang after the time scheduled, and I was then in work so could not answer. That's 2 weeks in a row they have failed the phone appointment
- ❖ Receptionist and nurse extremely helpful, efficient and personable
- ❖ Doctor was extremely thorough with consultation, gave us both prescriptions for our aches. Made us feel welcome, listened to what I had to say, asked appropriate questions
- ❖ The doctor was attentive, knowledgeable, understanding, empathic, caring. I left the surgery feeling like I'm not just another patient, but that I matter as a human in this not so accepting world. Thank you kindly