

# Friends and Family

## Comments January 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.

- ❖ The practice and staff tick all the boxes. Professional, empathic, I feel honoured to be looked after by such an excellent team. Thank you.
- ❖ Was given a same day appointment due to my distress. Although not seen by GP, after discussions and routine health checks, the Nurse Practitioner instructed to go directly to my Walk-in-Centre for a chest x-ray.
- ❖ Very empathetic Very reassuring no rush over all could not have been better
- ❖ Considerate of my views and ability to share treatment and plan. Kind and compassionate which always helps!!
- ❖ Doctors are not dedicated
- ❖ Today I was very tired and in pain and I had many questions that I told the doctor and wanted answers to, but the doctor was harsh with me. She did not have a smile and said, You ask a lot. You can book another appointment.? I needed help.
- ❖ The staff were very considerate during my minor surgery. They explained everything and very thorough. Thank you so much ?
- ❖ I've always been pleased with the service I have had at the centre the staff are very helpful
- ❖ Why I am give that rate for you you guys very gorgeous thank you so much
- ❖ No waiting and a painless procedure by a lovely doc. Very clean medical centre, with friendly staff. Thank you