

Friends and Family

Comments June 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 GP was polite and examined the back of my hand with the skin problem. He explained that it was eczema and I was satisfied with that as I do suffer from eczema.
- ❖ Appointment said on time when I signed in but waited 15 minutes from the time of my appointment
- ❖ Great service, the doctor was very professional and accommodating
- ❖ I was listened to, everything was explained clearly to me. I even got my prescriptions sorted. All tests I am being sent for were fully explained.
- ❖ As usual having the result of my blood test makes me very nervous but when I receive them it is done with a smile to calm me down. My questions are answered very. Concisely and so I feel much better. Thank you
- ❖ The appointment was arranged quickly and the doctor who I saw was very thorough, professional and polite. He explained my condition fully and made follow on arrangements
- ❖ I had barely sat down when my name was called. The self check in allows the clinician to see when someone has arrived so if they can see someone early they do.
- ❖ I was made to feel comfortable and the concerns I had were treated with utmost care.
- ❖ Cancelled last minute and no suitable appointment available until later. I understand this is an isolated staff sickness problem and partly due to my own alternative availability.
- ❖ Reception staff really friendly and helpful was saw within same day and GP very good