

Friends and Family

Comments March 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 provided all the information I needed and recommended next steps. Will be following these steps.
- ❖ The nurse was very nice and gave me some really good advice. Very satisfied with this appointment
- ❖ Appointment on time relevant issues covered all done in 5 mins
- ❖ The experience was good, my appointment was on time, and the doctor was very pleasant and helpful, thank you very much
- ❖ Was seen to quite quickly. Pleased with Doctors advice and increase in medication.
- ❖ Received clear explanation of blood test results and future test/action.
- ❖ I was made to feel at ease and was very professional in her approach
- ❖ Both receptionist and doctor were very polite and spoke very clear and explained the routine of what I was getting.
- ❖ I was early for my appointment but was seen straight away. The doctor was approachable and helpful, with a referral for a scan. She also answered other concerns I had.
- ❖ Really nice practitioner. Explained things well and was sympathetic. Gave me good information.