

Friends and Family

Comments May 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.

- ❖ Arrived at the surgery and logged in that I had arrived for my appointment and when my appointment time arrived I was called in and had my Covid Booster, in and out in a couple of minutes.
- ❖ The appointment was on time. The doctor I saw was professional courteous and knowledgeable. He explained things clearly and listened to what I had to say. I had every confidence in him.
- ❖ I fainted in Spain went to hospital had notes given me to give to the doctor give them to reception i had an appointment a week later and nobody had even looked at them
- ❖ Nurse who gave me my Covid injection was very good. I didn't feel it at all. She was also very friendly and had a lovely manner.
- ❖ My first time at the centre receptionist very welcoming, waiting room very clean and comfortable, plenty of notifications to read, more information and advice on the tv, appointment was prompt and Joanne was very friendly supportive and reassuring,
- ❖ Not long to wait for appointment time .Dr explained xray results in a way l could understand and what treatment was needed all done in friendly way.
- ❖ Hi was really nice receptionist and the doctor explained every thing about my injection very professional
- ❖ I call the surgery about my seeing someone about my bloods results they said I had to made a appointment as I work all week I couldn't get time off so she booked a phone nobody called
- ❖ My first experience of the clinic after a transfer. Very helpful receptionist, good first appointment with a nurse & appointment set for me to see a doctor without any difficulty. Very impressed.
- ❖ While ringing for a Dr to visit a Dr rang me and ordered the correct medication and sent it to Boots Not long after a nurse called and took a blood sample All I all an excellent appointment.