

Friends and Family

Comments November 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.

- ❖ Always been a super practice and has never let me down, possibly have saved my life from a referral for a breast cancer diagnosis. Staff are pleasant and personable.
- ❖ From booking an appointment to seeing a Dr. Service was smooth, prompt and easy.
- ❖ The receptionist at the GP medical centre Jeanette have had consistently exemplary conduct. She has always demonstrated courtesy, professionalism, and efficiency in her interactions with my family. Her approachable manner ensures patient support.
- ❖ It was the 1st time I met this doctor. I was impressed, she was very detailed in her explanations and it was clear she's passionate about her job. She had a very friendly manner and made me feel at ease. I hope she is permanent addition to the team.
- ❖ Excellent staff member, gave me chance to explain fully my concerns and worries and fully explained what could and what was done...well recommended, thank you
- ❖ Managed to get a same day appointment very pleased
- ❖ Mrs Theakson always gives the time to answer questions and discuss any related problems. Test results were reviewed and further action discussed. A very respectful, professional and satisfactory visit.
- ❖ Wonderful workers, very polite, smiling, always make me feel in safe hands. They never refuse appointments. I just feel lucky with this practice. I recommend it to everyone who, in one way or another, cannot access medical services. ?
- ❖ Appointment on time, everything explained fully to me
- ❖ Increase of medication the doctor advised seems to be working . The doctor who I seen was caring and listen to what I have to say he was a nice guy .