

# Friends and Family

## Comments October 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.

- ❖ Good to go through things my health is complicated and I had a few questions. Linda was very friendly and easy to talk to
- ❖ Great welcome from female receptionist who was very helpful and the community midwife was lovely, made me very comfortable and at ease.
- ❖ I was very impressed that I got an appointment on the same day and was given antibiotics I'm finally beginning to feel better thank you so much
- ❖ Doctor attending was very kind discussing a delicate subject and clear about next steps.
- ❖ The whole experience from start to finish was second to none and I don't feel that any changes are needed.
- ❖ Never looked back since moving to Hall street surgery. I am now able get an appoint relatively quickly rather than waiting weeks. All staff always caring and helpful.
- ❖ A quick and professional service. I was in, had my flu jab and out again within 5 minutes. Very well organised.
- ❖ My treatments and services at Hall St surgery, are,of course excellent. As always.
- ❖ The doctor went in detail about the scan I'd had and followed on with the treatment from the previous doctor
- ❖ Because I know my son was ill and there doctors that we saw was so nice and easy to talk to and he was so good with my son and I feel he understands and I didn't get myself work up so thank you