

# **Friends and Family**

## **Comments February 2026**

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.

- ❖ I have met with this Dr on a few occasions now and each time he has gone above and beyond to explain and reassure me and my young Son. He really is a breath of fresh air. Great experience.
- ❖ All staff warm friendly and helpful.
- ❖ Seen on time and was treated with care and respect and a little laughter too which is a good medicine
- ❖ First appointment of day with nurse, made to feel very comfortable and welcome by both nurse and receptionist.
- ❖ Mum has dementia and it would have been easier if u had requested a urine sample to bring at the appointment with the nurse as she has been very upset and confused not knowing what to do with the sample pot.
- ❖ Service was great. Time keeping and the doctor was professional Explain everything to me
- ❖ The appointment was smooth and efficient. I was not waiting for a long time maybe 10minutes after which I was dealt with in a professional and pleasant manner and left the surgery with all the information I needed. Mrs Clark was a pleasure to talk to.
- ❖ Appointments always on time, Dr very polite and explained everything to me about my treatment and what will happen next.
- ❖ As per usual, 100% help and consideration by all at the surgery
- ❖ I have nothing but praise for the care given by the surgery. I would happily recommend it to my friends.