

Friends and Family

Comments January 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.

- ❖ Really informative about my blood results, explained each result as a positive asked if I had any dizziness as blood pressure was a little low at, if anything changes to get in touch. Brilliant felt much better with it being explained
- ❖ An appointment with Dr Reade is always a positive experience. A good discussion of the problems is half the solution I have no doubt the prescribed medicines will fix the other 50%.
- ❖ My appointment was on time; the doctor examined me and prescribed the medication to make me well.
- ❖ This practice sets the benchmark for GP surgeries. The Doctors nurses, reception staff are excellent in every way. I have said before that I really feel privileged to be a patient in this practice. Thank you so much for your care.
- ❖ Lovely, friendly practitioner. Made me feel at ease straight away. My first visit to the practice and I was very encouraged by the reception I received.
- ❖ Practice nurse helpful and understanding and really listened and put me at ease.
- ❖ Got an appointment as requested, seen the nurse practitioner. Antibiotics prescribed for an ear infection.
- ❖ GP was professional, friendly, listened, explained and offered advice. Excellent service from Hall Street Medical Centre, Thank you
- ❖ The staffs are nice and easier to communicate with.
- ❖ I was seen on time and was dealt with professionally and In a friendly manner