

Friends and Family

Comments March 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 was listened to, examined and told what would happen next, i.e tests and further appointments to try and help solve my medical problems.
- ❖ Appointments always on time, Dr very polite and explained everything to me about my treatment and what will happen next.
- ❖ Seem promptly. Appointment handled very efficiently and then telephone call received within an hour to make follow up appointment.
- ❖ Made me at ease was my first time at practice. Very empathetic to my anxiety ..seem to take a holistic view of my medical needs
- ❖ Late going in but the Doctor was lovely.
- ❖ My appointments with practice nurses are always punctual and carried out in a friendly professional manner. They always explain everything to me.
- ❖ I had a very good experience at the GP surgery. Dr was friendly, helpful, attentive and professional, she took the time to explain everything clearly. I felt listened to and supported throughout the appointment. Thank you.
- ❖ Needed an emergency appointment. Phoned in the morning. OK I had to wait in a queue. When I did speak to the receptionist she was very helpful and obliging. Seen a doctor that afternoon. A lovely lady doctor who helped and solved my problem.
- ❖ As a only just new patient in the area I was seen to straight away. The doctor was kind, understanding and helpful.
- ❖ Very polite and helpful sorted my problem for me