

Friends and Family

Comments April 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.

- ❖ My appointment was on time, and the nurse was very professional and friendly.
- ❖ Asked about my asthma and if anything changed to go back was on about my blood results very friendly and someone I could talk to.
- ❖ I was seen on time, had a lovely chat about my health concerns and had my covid jab and 24hr blood pressure machine fitted. I didn't feel rushed and all the staff are lovely. Thank you so
- ❖ The nurse spent time listening to me asking questions and enquiring about my medication she really was interested in what I had to say she put me at ease.
- ❖ Joanne the nurse has been great at explaining the results of my 2 blood tests to me and relating them to lifestyle changes.
- ❖ Never had any issues been a patient over 25 years
- ❖ Appointment running to schedule no delay. All staff very pleasant.
- ❖ The lady who did my vaccination was friendly
- ❖ The nurse I saw was polite and explained everything in detail, answered all my questions
- ❖ I got there for an injection in my foot and was told only when I got there that they don't do the injections in toes.