

Friends and Family

Comments May 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.

- ❖ Got follow up appointment easily, all questions answered and treatment plan in place.
- ❖ The procedure was explained to me, everything I needed to know. Never had this type of procedure before so it was helpful to understand.
- ❖ Very easy to get through on the phone. Receptionist great as always and the doctor is probably the best I've ever had. Actually, listens and is straight to the point.
- ❖ Appointment on time, the doctor really cared and listened to what i was saying
- ❖ The nurse I saw today was very pleasant and professional. She listened and answered any concerns that I had. Gave me good advice over any issues.
- ❖ The doctor was amazing and really listened to me and actually cared about what I was saying and asking and made the experience a better one as talking about mental health to a professional is hard as I'm a nurse myself. He is doing a follow up too
- ❖ Appointment was for a health check with the nurse, I was a little late arriving, but the receptionist was brilliant, booked me in, nurse put me at ease and dealt with me with understanding and offered me advice.
- ❖ The lady doctor listened with compassion, and she was very observant and knowledgeable. I felt very relaxed and in good hands
- ❖ Polite, professional, explained everything, answered my questions. Excellent, totally recommend.
- ❖ I felt that the nurse was very knowledgeable and a good listener.
- ❖ Joanne went through various things with me in a friendly and professional manner.