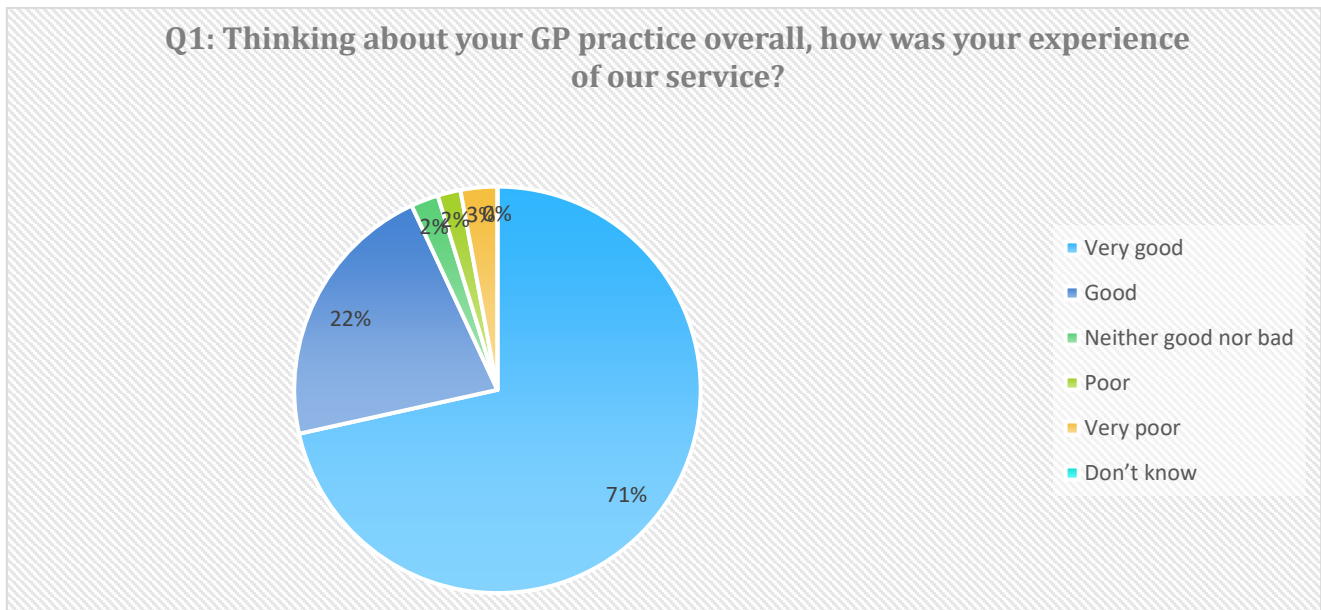


Friends and Family Test Results

January 2023

Thank you to the patients who completed the Friends and Family Test survey in December 2022.

The Practice received 274 responses for Question 1 during this month. 93% stated that their experience of our service overall, was either good or very good.



I would like to share some of the positive feedback we have received for this month:

"Everything very good Doctor very pleasant and caring. I really appreciate what ever one does."

"Caring. Matthew Robinson was Brilliant! Speed of service delivered as promised/ listened/ all very professional"

"Dr Bonsall is a first class and caring GP. Please thank him from me for his kindness and understanding. Debbie"

"The staff are always polite, helpful and the GPS always give time to listen and answer your questions."

"Maria, is a star. She puts you at ease and gets on with the job. The whole team at Glenroyd are superb ."

"I missed my phone call consult but the receptionist Julie was amazing and so helpful and understanding"

"Speedy appointment with very attentive and informative practitioner."

"The Nurse was very professional and knowledgeable,, answered and query or concerns I had and put me at ease"

"Always superb. The GP today was particularly lovely and had a superb bedside manner. Very quick and easy issue to resolve over the phone and meant i didn't have to get up and get dressed to come to an appointment that wasn't essential, thereby saving appts for other patients. Excellent service!!"

"Excellent experience, minimal delay with the call, receptionist great, Dr Ghafoor was excellent and informative , thank you."

"Everything ran like clockwork."

"I was made to feel that I was cared about and that meant a lot to me"

Thank you to all the patients that have taken the time to participate in our monthly survey.

Stephanie McCulloch
Practice Manager

