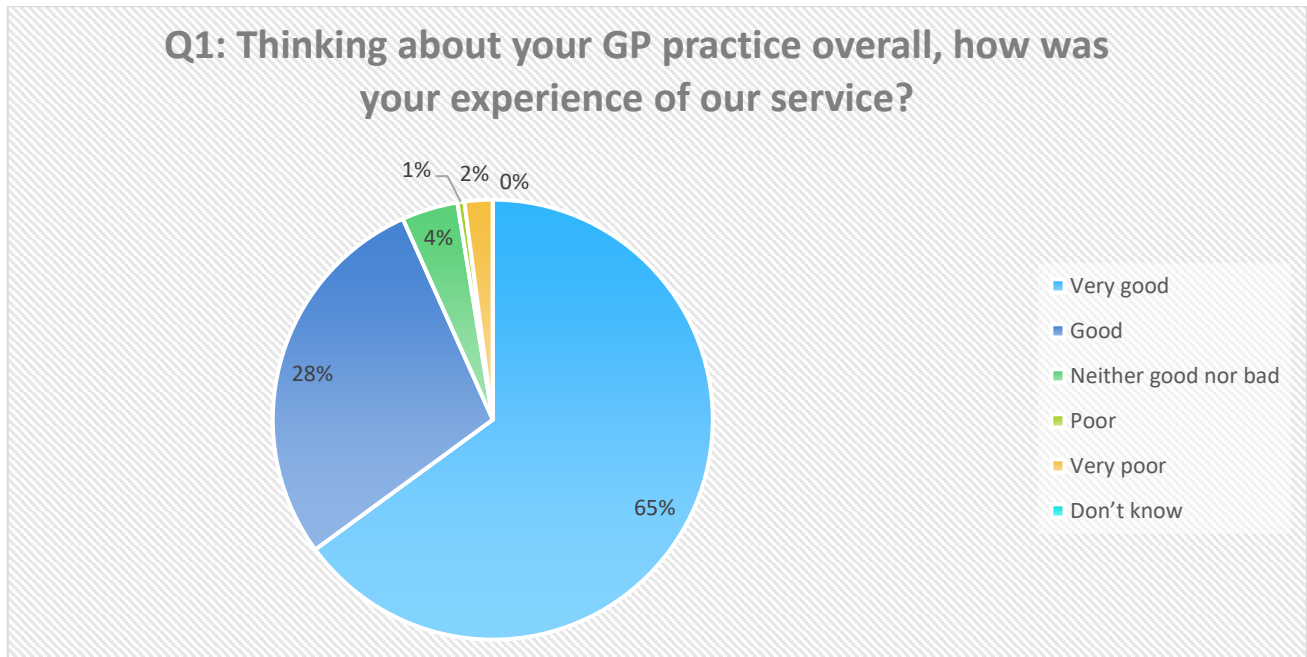


Friends and Family Test Results

October 2022

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

The Practice received 194 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:

"Very polite member of staff. Listened to my problems"

"Very efficient service and easy to use"

"A very good service was given"

"Excellent service from ringing for an appointment to getting an ecg"

"Very caring and understanding and professional"

"Appointment on time. Nurse listened to my issues and agreed on further action. Very respectful"

"Managed to get appointment quickly, not too long to wait to see the doctor and the consultation was explained so I understood."

"Very thorough service."

"Prompt and friendly."

"Always a pleasant experience."

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

Stephanie McCulloch
Practice Manager

