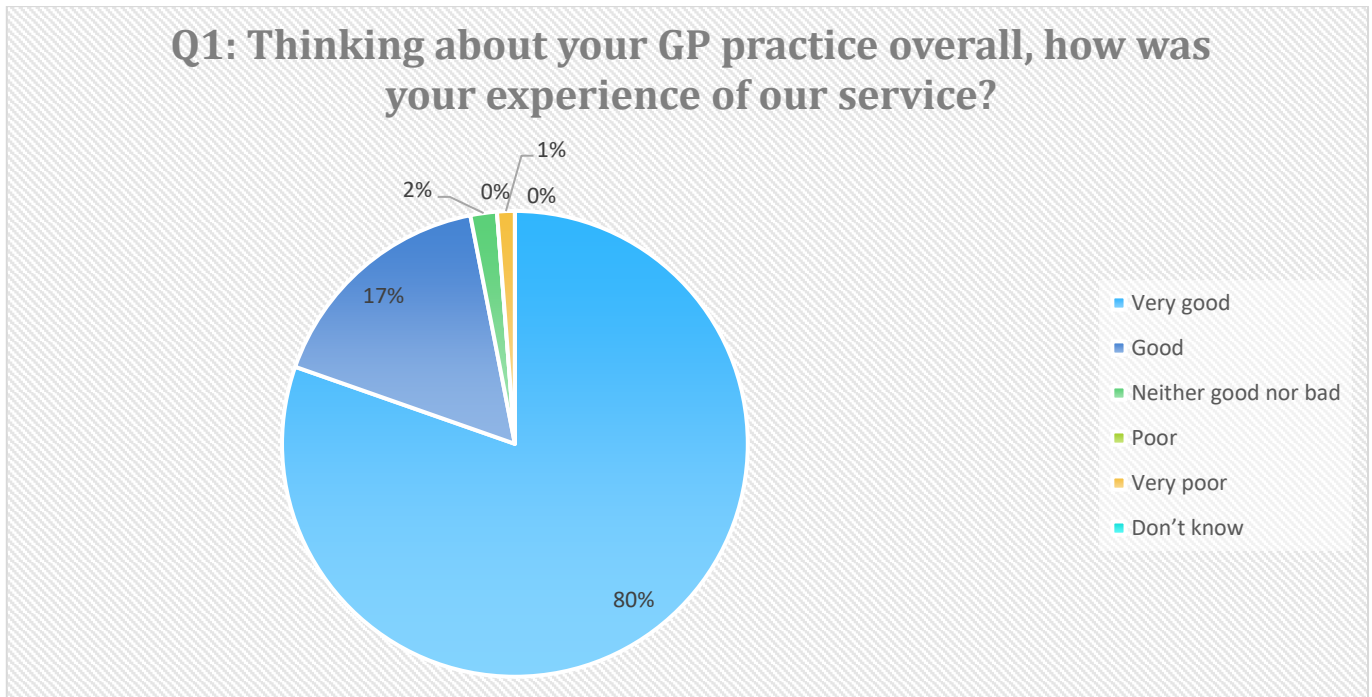


Friends and Family Test Results

December 2022

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

The Practice received 163 responses for Question 1 during this month. 97% 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:

"Always so nice and friendly. Much appreciated."

"Easy pain free injection. Dr Shearer goes above and beyond"

"Appointment was on time, The nurse Michelle Davies was friendly and approachable. Overall a good experience."

"Fast and efficient"

"Very helpful, full of information about my condition."

"Very friendly and understanding"

"As always, a pleasant experience, appointment on time and very friendly and professional staff, thank you"

"No waiting, straight in. Lovely nurse. Put me at ease and even put youtube on for my children while I had a smear. Fab lady!!"

"Appointment was on time, very efficient and caring"

"I am well looked after"

"No complaints about anything."

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

Stephanie McCulloch
Practice Manager

