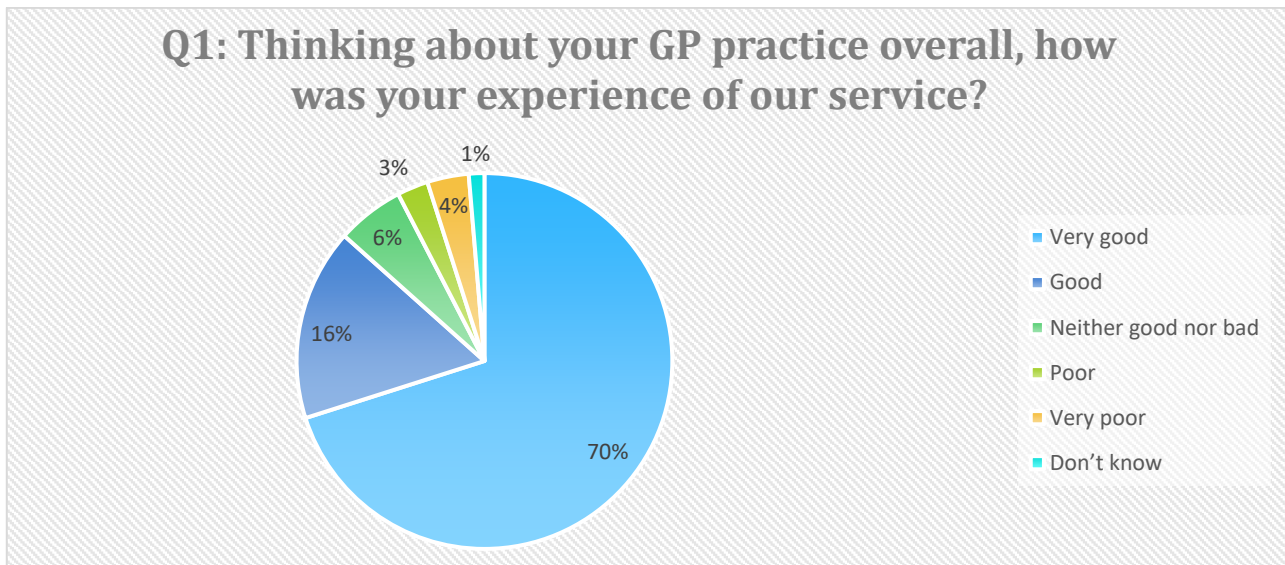


Friends and Family Test Results

February 2023

Thank you to the patients who completed the Friends and Family Test survey in February 2023.

The Practice received 224 responses for Question 1 during this month. 86% 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:

"Staff are always friendly. Maria is always pleasant kind and efficient"

"My appointment with Dr Shearer was fantastic he was very thorough, and his advice was amazing. Thank you"

"Claire gave me enough time to talk and understand and listened to me. Thankyou Claire."

"Michelle and Dr Jas were both very professional, but friendly. Receptionist was also very nice."

"The staff were very engaging, informative and very pleasant, they acknowledged my concerns for specific medications and an action plan was agree."

"Very nice professional nurse"

"Staff are wonderful.!"

"I saw a lovely GP who was kind, empathic and listened to me and she offered good advice and treatment options."

"Dr Bamford was attentive and sympathetic"

"From phone call to being seen was excellent the same day. The doctor and nurse practitioner where extremely caring and professional"

"Arrived on time for my appointment, seen on time, very quick and efficient."

"Brilliant help from Anji Jayabandara such a kind woman and knows what she is on about. Very understanding when I was late for my appointment."

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

Stephanie McCulloch
Practice Manager

