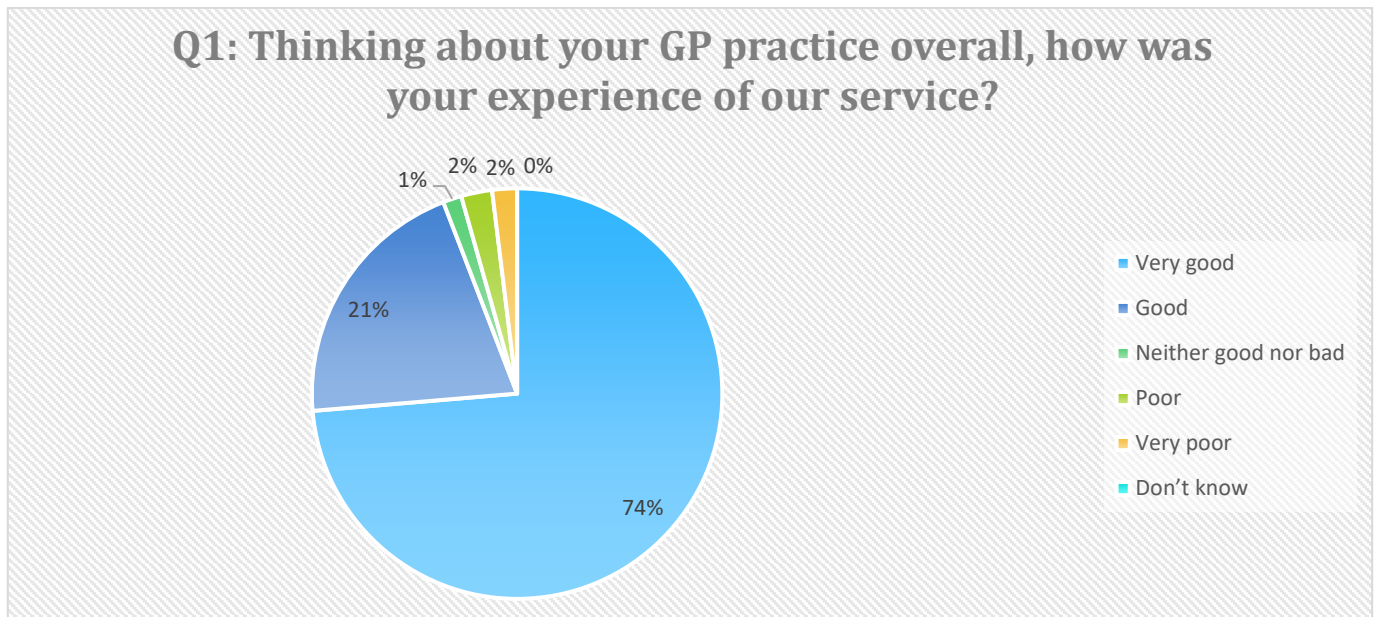


Friends and Family Test Results

April 2023

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

The Practice received 205 responses for Question 1 during this month. 95% 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 helpful and listened to my issues and concerns"

"Very efficient and professional"

"I found the Dr I spoke to very caring and understanding. I felt he genuinely wanted to help and he cared. Often my needle phobia is scoffed at. He took it as serious as I did and tried to find always to test without needles."

"Anji was very thorough and explained everything very well."

"I've had 3 phone calls to check on my condition and felt I was being looked after in a very caring profession manner"
FFT Question 3 response: Consent GRANTED

"My appointment was on time - no waiting and my test was taken in double quick time"

"Efficient check in - friendly staff"

"Staff good and clean"

"Very friendly and understanding. Could not have asked for anything more."

"Went straight in at my appointment time, the nurse had a trainee which was not a problem, the trainee took my blood under the supervision of the nurse, this was the trainee's first time which impressed me as she was brilliant"

"This GP has exceptional knowledge is very caring and understanding He has good communication skills."

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

Stephanie McCulloch
Practice Manager

