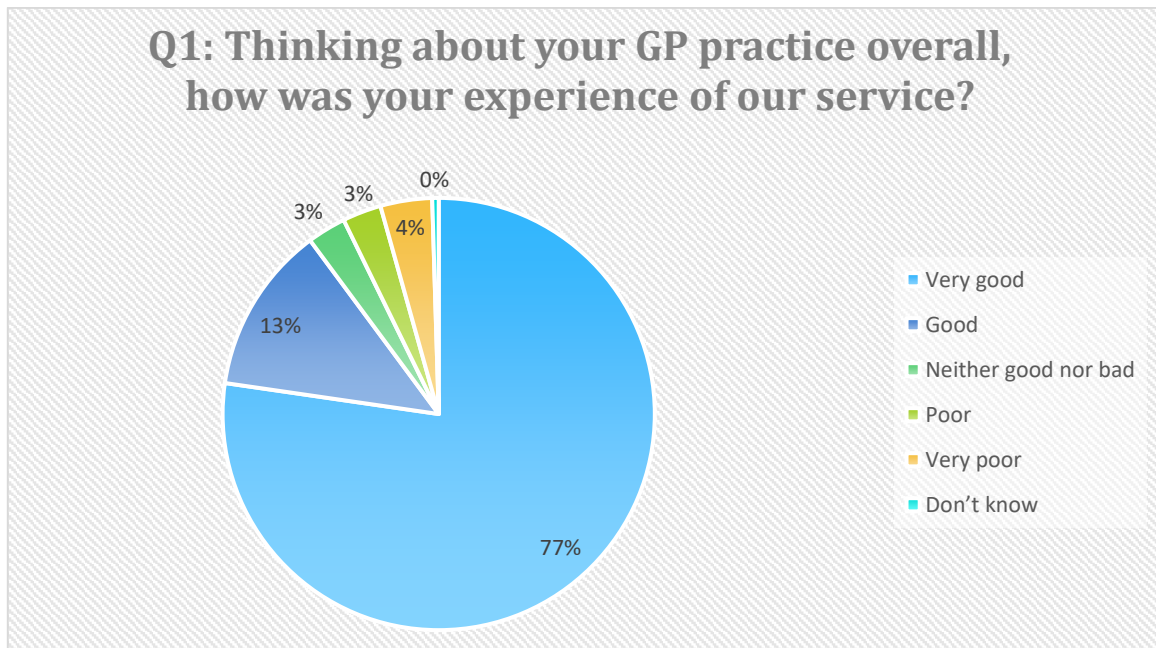


Friends and Family Test Results

May 2023

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

The Practice received 207 responses for Question 1 during this month. 90% 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 and professional clinician. Made me feel at ease."

"Very helpful and kind"

"Dr Clift is always ready to help. She listens to what you say and understands your ailments giving re assurance with her replies"

"Physiotherapist was extremely helpful with suggestions for future treatment"

"I was able to get an appointment on the same day."

"I saw Michelle and she was very friendly and kind"

"No waiting, no hassle, friendly and helpful staff, was a pleasure thank you."

"As usual a very pleasant experience for my yearly mot"

"Efficient, friendly, no delays."

"Easy to make an appointment, really friendly staff and a comfortable atmosphere. I feel the team genuinely care. I am new to the area and have previous experience of unhelpful and unkind staff in a previous practice; to feel welcomed and looked after here is wonderful. Thank you all"

"All very smooth. Both nurses I saw were professional and likeable and I was kept fully up to speed."

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

Stephanie McCulloch
Practice Manager

