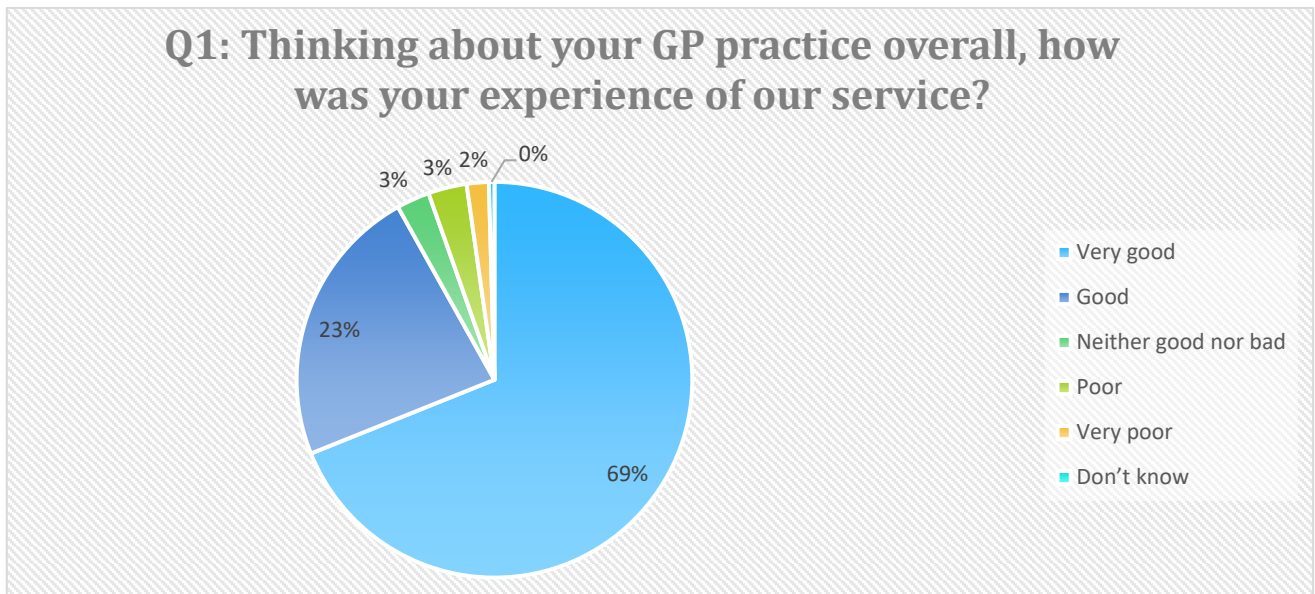


Friends and Family Test Results

June 2023

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

The Practice received 222 responses for Question 1 during this month. 92% 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:

"The staff are lovely and the doctors are too"

"Superb service lovely staff"

"Very nice receptionist, nurse practitioner positive, friendly and competent, also empathetic and informative"

"Appointment was on time. The nurse was very pleasant, helpful and efficient. A very pleasant experience"

"Very helpful, listened, and showed an interest in what I have."

"Visit to the practice nurse for bloods, spot on time, very professional and friendly, I'm not the best with needles didn't feel a thing thank you"

"The doctor gave me a totally thorough check and explained to me what was wrong and the receptionist was brilliant."

"I went in soon after I arrived...Easy parking. Very nice people on reception. Doctors very nice thank you"

"My diabetic nurse was very helpful and booked me in for a new device next week to see her again"

"Very efficient"

"I was treated in a friendly and professional manner"

"The appointment was quickly booked, on time, I wasn't rushed, the Dr was kind, thoughtful and fantastic at explaining everything to me"

Stephanie McCulloch
Practice Manager

