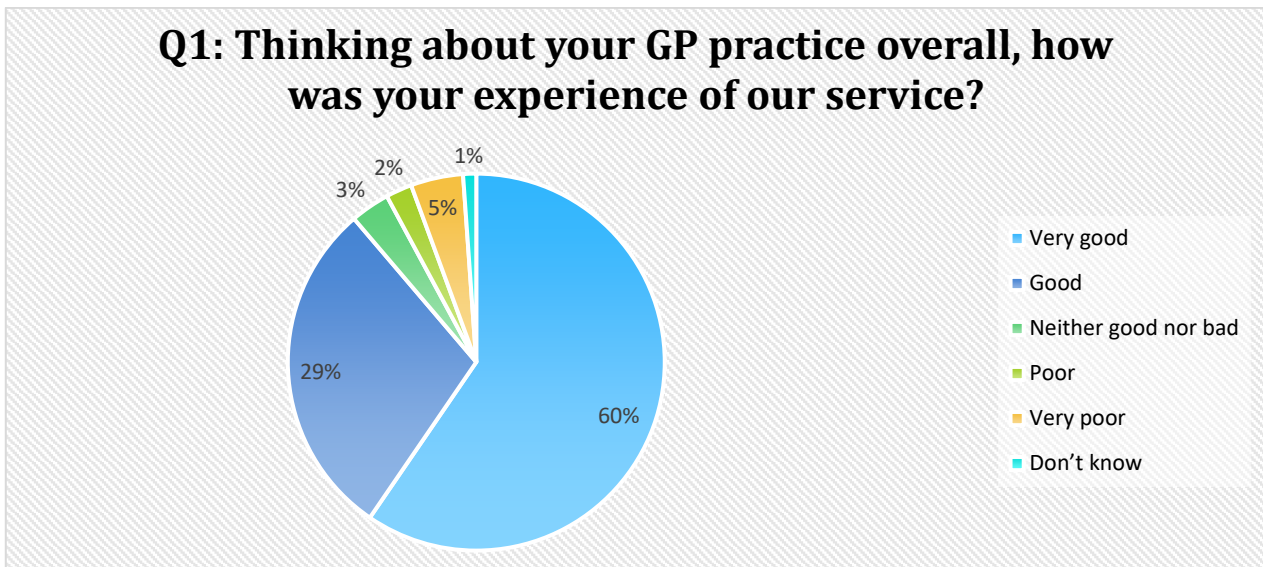


Friends and Family Test Results

July 2023

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

The Practice received 178 responses for Question 1 during this month. 89% 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:

"I like the new call back system, avoiding long waits in a queue. Telephone appointment provided same day, and I spoke to a knowledgeable pharmacist"

"Clinical pharmacist was very helpful and understanding"

"I was seen on time ,by a nurse who has known me for about 17 years who is familiar with my health history. My health concerns were dealt with efficiently. Medication prescribed. After care was also offered to check if the medication has no side effects."

"The Dr I spoke to was very polite who examined me and explained her findings and explained the way forward, my appointment was on time and I'm feeling positive with my visit. Thank you."

"Medical staff were efficient and courteous."

"Straight forward and pleasant reception staff and nurse Michelle"

"Lovely staff, welcoming and helpful."

"Didn't have to wait and very good healthcare assistant"

"Only called the surgery this afternoon and less than 2 hours later I had been to my appointment."

"Phoned at 8am was 17th in the queue but new number now has ring back when it is your turn, was really useful. Got a drs ring back appointment that morning."

"I felt very welcomed by the reception team and was told exactly where to go. My appointment started on time and the nurse made me feel very relaxed, even though I was nervous."

"Great staff, brilliantly professional, couldn't have wished for a better experience"

Stephanie McCulloch
Practice Manager

