



## **FRIENDS & FAMILY RESULTS – January 2023**

**Overall, how was your experience of our service?**

<b>Very good</b>	<b>90%</b>
<b>Good</b>	<b>10%</b>
<b>Neither good nor poor</b>	<b>0%</b>
<b>Poor</b>	<b>0%</b>
<b>Very poor</b>	<b>0%</b>
<b>Don't know</b>	<b>0%</b>

**Main reason for the patient's response:**

Really excellent accessible service!

No waiting and staff cheerful and efficient

The blood test was immediate - even a few minutes early - and the nurse was kind and communicative. Overall, the best experience.

The staff are always welcoming and empathetic and the doctors always listens.

The nurse was very professional and bloods done in minutes – professional.

Seen on time, everything explained clearly, friendly nurse.

Wonderful nurse, the male receptionist Adrian (I think) is so nice , cheerful and wonderful at his job. Also the Doctors are so good.

It was an emergency appointment to address some urgent issue. The reception team was very helpful to find a slot for me, and Dr Scudder was so helpful as always. Top professional advice, thorough and never rushed. I felt very well looked after and came away with some practical solutions.

Dr Brodie is an exceptionally good doctor in every respect

Reception people all and friendly. It is a fabulous Gp practice.

Incredible new nurse - really caring and clearly genuinely interested in her patients and her job.

Dr was very good and professional but visit was to short there should be more time available.

Good reception. Very good consultation.

Very qualified doctor and friendly

Appointment on time. No rushing and complete attention