



FRIENDS & FAMILY RESULTS – November 2022

Overall, how was your experience of our service?

Very good	84%
Good	11%
Neither good nor poor	2%
Poor	0%
Very poor	2%
Don't know	1%

Main reason for the patient's response:

Both receptionists very helpful and friendly and as usual nurse very good and friendly!

Warm, friendly visit. On time. Skilled practitioners.

Reminder for Appointment received in advance, friendly reception, consultation on time and efficient, nice service

Lovely fresh reception and so nice to go into the clean consultation rooms!

People are pleasant and caring, punctual, and a far cry from my previous NHS experience. Really pleased

Appointment on time and GP I saw was very understanding and helpful. The whole experience including the reception staff was very helpful.

Very courteous, friendly and professional nurse and receptionist. On time. The newly renovated facilities are wonderful.

Everyone was helpful. My appointments had been squeezed in yet I was seen promptly on each occasion

Efficient friendly response from reception. V friendly and competent nurse who took my blood pressure and gave flu vaccine.

Greeted with a smile. Lovely nurse who gave me the injection. Fast efficient service. A pleasure to visit.

The doctor quickly determined the problem and solution

On time. Very pleasant. Effective

Doctor gave an excellent consultation.

Nice friendly and efficient staff. Seen on time. Fabulous. Thank you!

Warm welcome and efficient reception staff. GP was thorough and informative with options.

Everyone from reception onwards was welcoming, friendly and efficient and the environment was very pleasing. No delays. All very impressive.