



FRIENDS & FAMILY RESULTS – September 2022

Overall, how was your experience of our service?

Very good	92%
Good	4%
Neither good nor poor	2%
Poor	0%
Very poor	1%
Don't know	1%

Main reason for the patient's response:

The doctor was amazing. She couldn't have done more to make me feel comfortable.

The nurse was very pleasant and professional, the team at the reception also. The practise building is clean and there were not many people at all

Dr Emma Porter was thorough and patient and reassuring.

Laura is a lovely nurse and fitted me with a blood pressure monitor today. She is very calm and reassuring. Later my appointment with Dr May was also everything I could have asked for. I had an examination and she was great.

Quick and friendly. Zero waiting time.

Although the surgery was very busy with the flu jab programme, the Healthcare assistant was calm and super efficient.

Fast, efficient and the person giving me the flu jab also checked my blood pressure and my heart condition. Very good service.

Because Dr May is the best

Dr Potter was highly professional and took real interest in my concern. she immediately arranged for a hospital appointment which came through from the hospital on the same day.

Very little waiting time. The nurse was pleasant and efficient.

Staff helpful when I asked for appointment same day.

Also saw doctor end of day and got medication. Thank you

The receptionist was helpful and the waiting area clean and well ventilated. The nurse was particularly friendly and efficient. Thank you

Dr Scudder was brilliant and very attentive. Always has been! We are v lucky to have her

No toilets available at all.