



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

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

<b>Very good</b>	<b>85%</b>
<b>Good</b>	<b>13%</b>
<b>Neither good nor poor</b>	<b>2%</b>
<b>Fair</b>	<b>0%</b>
<b>Poor</b>	<b>0%</b>
<b>Don't know</b>	<b>0%</b>

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

Everyone was polite and courteous. I was kept updated that the doctor was running a bit late for appointment times. When I saw the doctor she had a warm but professional manner and explained everything and gave me time to ask questions.

Receptionists helpful and doctor professional and easy to talk to.

Everything was smooth. Both, doctor and receptionists were great.

Such a lovely lovely practice. Receptionists were welcoming and really helpful. Doctor was so understanding and seemed like she really cared. The rooms were airy and light. The mosaic art in the corridor was so sweet and it's great to see something pretty when you're on your way to do something a bit nerve wracking!

I was in and out in no time and it was all straight forward and cheerful.

Kind and friendly nothing is too much trouble

Punctual and good medical advice

The reception, the Doctor and the Nurse were so helpful

I felt heard and understood by Dr Scudder and she gave me very clear and concise advice and followed through immediately with a referral letter.

All my concerns were addressed with full and clear explanations

Swift and excellent service

Doctor Scudder is the best. She is very helpful and has helped me with all my questions. She takes a very good care of her patients. The reception team are so helpful too.

Everyone was friendly and efficient. I was taken on time and given precise instructions on how to proceed.

The doctor was very thorough and acted immediately so I could be seen by the concerned department quickly

Polite receptionist, not waiting long and felt comfortable talking to the dr

Excellent service, very polite staff

I booked for the next day, waited just ten minutes and Dr. Constantin explained everything very well to me concerning my ailment.