



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

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

<b>Very good</b>	<b>89%</b>
<b>Good</b>	<b>7%</b>
<b>Neither good nor poor</b>	<b>2%</b>
<b>Fair</b>	<b>0%</b>
<b>Poor</b>	<b>1%</b>
<b>Don't know</b>	<b>1%</b>

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

Professional and personable.

Very efficient and friendly and helpful.

The service was calm and professional and using an integrated system of my personal data. I had a good experience both with booking the appointment and with the doctor who saw me.

Was seen right away, no waiting. Nurse was lovely.

All reception staff very polite and helpful. Dr Scudder was outstanding and always is.

The nurse was very friendly and helpful.

GP and receptionists are always helpful and pleasant. My baby and I feel welcomed and taken good care of every time we visit the practice.

Friendly helpful reception staff. The lady taking bloods (Laura) was amazing so good at her job

The people in the reception are very helpful and the doctor's are friendly, sympathetic and easy to communicate with my issues.

Extremely helpful stuff and really nice lovely doctors.

Dr Scudder was very thorough and helpful

Pleasant staff, seen quickly. Happy faces.

Prompt efficient and in clean bright surroundings.

Appointment was on time. Staff were friendly and informative.

Welcomed, professional, good atmosphere in waiting area, did not have to wait very much Staff are friendly and kindly.