

NHS Friends and Family Test February 2024

Question – 'Thinking about your GP practice, Overall, how was your experience of our service?'

Comments Received	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
Text (via accurx)	121	11	3	1	0	0
Paper form	14	3	0	0	0	0
Online						
Other						
Total	135	14	3	1	0	0

Question – Please tell us how you contacted us to book your appointment.

Telephone	107
Online	5
At Reception Desk	19
Other	22

Question – Did everything go well you contacted the practice to make your appointment?

- Majority of responses said Yes

Other comments -

- Yes very well
- Yes staff were friendly and helpful
- Excellent
- Absolutely brilliant as always
- Yes very efficient
- Receptionist very polite and helpful. Phone answered promptly
- Yes very straightforward
- Yes very good service
- First class
- Yes, very obliging

Question – Please let us know what you found positive about your experience.

- The service was fantastic
- The receptionist explained in detail why I had to attend appointment and what I had to do when attending
- Felt relaxed and looked after
- Welcoming, friendly and helpful
- Nurse was on time and appointment was dealt with swiftly

- Friendly and knowledgeable staff
- Helpful and professional
- Quick and easy
- Appointment made quickly
- Good treatment
- The nurse was lovely made me comfortable
- Very pleasant reception staff
- An overall pleasant experience, the procedure was handled in a most efficient, competent and professional manner
- Nothing is every any trouble, between the receptionist to the doctor excellent service and care
- Relaxing, friendly service
- I always get a prompt action with my request
- Everything-friendly staff
- Staff friendly and helpful. I've always found staff to be very accommodating
- The staff, everyone involved are great at their jobs, friendly and kind.
- Staff are all brilliant, from reception right through to our wonderful doctors

Question – Is there anything we could improve that would have made your experience better?

- Majority of responses said No

Other comments –

- Not having to wait so long after my appointment time
- Not really. It would have been slightly more convient to have been able to give a urine sample at the appointment rather than having to come back. But overall, everything was straightforward and efficient.
- No, I'm more than happy with the practice
- If it's not broke don't try and fix it – it was perfect for me
- Please can we speak to the receptionist without a huge glass window between us. We both had to shout at each other to be heard.
- Being able to pick an appointment slot off a website rather than work out whether the slot being offered is viable in the moment.

Question – How likely are you to recommend our service to family and friends if they need similar care or treatment?

- Majority of responses said Very likely/Highly/Likely

Other comments –

- Absolutely I am pleased with the care and attention I received on a personal level
- Highly likely. A great service delivered by great people
- Very likely – Fantastic Doctor's surgery