

NHS Friends and Family Test March 2023

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 Mjog)	74	4	0	1	0	0
Postcard	16	2				
Online						
Other						
Total	90	6	0	1	0	0

Comments

- Staff always patient, helpful and pleasant. A good medical consultation – all problems answered thank you.
- Very polite and professional
- Courteous staff. Excellent service
- Staff always very helpful, no problems getting call with GP.
- Very good practice, just wish it was easier to get an appointment with a Dr
- Everyone at the practice is very helpful and professional
- Don't have to wait long for appt. Prompt service, care, and aftercare.
- All round excellent service
- Everyone is very pleasant here and make you feel at ease.
- Very friendly, puts you at ease.
- Very friendly and accommodating
- Everything was straightforward. No complaints
- Thorough check and kind approach. Nurse and receptionists first class
- On time, friendly and comprehensive.
- Lovely, very knowledgeable practice nurse looked after me very well. Quick and efficient appointment. Offered further services.
- Appointment easy to make, nurse very caring and efficient, took time to explain everything
- The Nurse was lovely and very efficient. Thank you.
- Excellent, professional, and knowledgeable staff. Very helpful
- Friendly staff, seen on time, information regarding time for expected results provided
- I found your clinician reassuring, friendly and efficient
- Happy with the time taken to listen to my symptoms and offer excellent detail of medicine and how it may help ongoing support and understanding is very important to someone of my age and to be able to speak to a doctor when I have a problem

- Very pleasant nurse was in and out in no time excellent service
- Continuity of care, saw same Nurse who is aware of my anxieties which is helpful to me
- It was very good, and they make me feel very comfortable
- Reception staff excellent, appointment on time and nurse practitioner was very helpful
- It is lovely to be treated as a person and not a number. Right from reception to the nurses and doctors. Keep up the excellent service. One very pleased patient.
- Appointment was available and I was seen on time by the practice nurse. It works well.
- Reception staff and nurse were as friendly and efficient as always. The appointment was at the scheduled time and was as relaxed as blood tests can be.
- Receptionist was helpful. My appointment was on time, and I was treated with caring and courtesy.
- Seen both on time and consultation carried out efficiently