

NHS Friends and Family Test August 2022

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)	73	7	1			
Postcard	13	5				
Online						
Other						
Total	86	12	1			

Comments

- Appointment on time, nurse was friendly, helpful and professional
- I was seen at my appointment time by a lovely healthcare Treatment was excellent.
- Firstly, the surgery is pleasant, light and comfortable with the radio playing in the background. See kindly, the staff are helpful, polite and well informed.
- Very welcoming, explained what was to be done and why I was there. Very pleasant.
- Reception staff very friendly, seen on time by an extremely pleasant, organised & efficient health care professional. Put at ease & time given for questions - not rushed.
- Very helpful and ready to listen
- Was seen on time was put at ease straight away questions asked was answered reassured.
- Thorough, efficient but not rushed, encouraging and helpful. Thank you.
- Friendly prompt service from the receptionist. The nurse was informative, kind, very gentle & understanding
- Excellent care and attention given following my ECG.
- Always very helpful and pleasant
- On time and friendly staff and very efficient
- Friendly welcoming receptionist.
- Nurse was positive, friendly, helpful and professional.
- Appointment right on time and good, relaxed but professional treatment.
- People need to know when they are doing a great job,as well my experience this morning was very good.
- Because all the staff are lovely and make you feel at ease.
- Appointment on time, procedure explained thoroughly and left feeling assured.
- Appointment on time. Friendly and professional nurse, asked lots of questions, made me feel at ease.
- As soon as you go in the receptionist is always polite and friendly and very officiant. I went for a blood test and again had a nice friendly welcome which put you at ease, this happens with all staff at the surgery.
- Everyone very professional, clean waiting room.
- The nurse took her time explaining about the vaccine.

- Have no problems when I call the surgery, staff generally quite helpful when asking for assistance or booking appts.
- Kept informed of wait, lovely receptionist, very helpful. GP very good. I felt that my concerns will be addressed
- Very quick and efficient. Got given appointment day after e-consult
- Always very helpful. If they don't know something, they will always go out of their way to find out
- I like how friendly everyone is in the surgery. I find it useful to be able to get appointments over the phone and they have been available all throughout the pandemic. What a great team.
- Have always received excellent care.