

## NHS Friends and Family Test August 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)	72	9	0	0	1	0
Postcard	7	2				
Online						
Other						
<b>Total</b>	<b>79</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>

### Comments

- Professional, generally accessible, friendly and supportive
- Staff are always friendly and helpful, they try to accommodate me in any way they can. Doctors are always attentive.
- Pleasant staff, always friendly and helpful. Doctors are fantastic. Best surgery I've ever attended!!!
- Staff polite. Doctor explaining things – makes me feel confident.
- Always able to speak to relevant person.
- No problems getting appointments – even same day as doctor's call. Attentive and efficient. Staff friendly and helpful.
- I have required a few appointments recently and it has been easy to book them in.