

## NHS Friends and Family Test January 2026

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)	119	7	0	0	0	0
Paper form						
Online						
Other						
<b>Total</b>	<b>119</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

Telephone	<b>98</b>
Online	<b>4</b>
At Reception Desk	<b>12</b>
Other	<b>12</b>
<b>Total</b>	<b>126</b>

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

- Majority of responses said Yes

Other comments –

- Excellent experience
- I was there in person but had to go home and telephone the next morning at 8 30 to make an appointment!
- Most certainly well organised
- Yes, however my appointment had to be cancelled because of the weather and rescheduled for the following week.
- Yes, very smooth
- Yes, initial contact by telephone, and then followed up after a visit to GP and treatment appointment made online after receiving a message and link from the surgery.
- I had an asthma review previously and the nurse booked me a further appointment for bloods and blood pressure test.
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Question – Please let us know what you found positive about your experience.

- Receptionist is very friendly and professional, the health care assistant is excellent
- The nurse carrying out my mot went over and above her duty she was so kind
- The nurse was very friendly and was excellent at putting me at ease, explained in great detail what was going to happen during and after the appointment.

- The Surgery contacted me to remind me of an upcoming repeat appointment and very kindly offered me a choice so I could fit the appointment in .
- The appointment was delayed due to weather however the receptionist quickly resolved the matter by arranging for me to see Doctor.
- Reception staff friendly and efficient. Nurse very friendly and procedure was done brilliantly, quickly and efficiently. Dr was very kind and reassuring.
- At the latest appointment, reception desk staff friendly and efficient. The appointment was timely and procedure explained. GP and nurse friendly and put me at ease. Procedure went smoothly and pain free to remove a cyst.
- VERY GOOD prompt service. Call from doctor Thursday am. Call from hospital for CAT scan appointment Thursday pm. Scan Friday 08:40 hrs. Text from doctor Friday 12:00 hrs with results. Follow up arranged. Excellent care.

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

- Majority of responses said No

Other comments –

- A system that allows for appointments to be made in person
- Probably fanciful but I have always thought there was a role for a patient co-originator: a non-clinician role whose responsibility it was to pull all the threads of a patient's treatment together and to liaise with others on their behalf.
- A confirmation of appointment by message or e-mail once made online. That didn't happen until the day before, so I did check with surgery.
- Tel line open all day for ordering prescriptions not just specific hours.
- Tried to make GP appt but still using triage system which I do not like and I lose interest in making appt

**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 –

- Very likely. It is the best run medical practice in the area.
- I would have no hesitation in recommending the surgery
- I do all the time even when i have new neighbours
- Very likely, I always recommend your surgery.
- Only with careful thought
- This nurse is extremely good and she puts the practice at a very high recommendation
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