

## NHS Friends and Family Test February 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)	86	7	2	1	1	1
Paper form						
Online						
Other						
<b>Total</b>	<b>86</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>

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

Telephone	61
Online	10
At Reception Desk	13
Other	14
<b>Total</b>	<b>98</b>

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

- Majority of responses said Yes

Other comments –

- Yes very well very helpful
- Everything was fine
- Yes very helpful
- Everything went well, very helpful, professional staff.
- I was sent a text of the appointment did not make it.
- Efficient and competent, well informed receptionist, made making an appointment an easy task.

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

- When a follow-up is required you are always contacted which is very reassuring
- I was in need of emergency steroids and nebulisers for nebuliser as I had an awful chest infection, the lady on the phone arranged that for me
- Receptionists manner, ease of booking convenient appointment
- The nurse was very efficient and acquired all the information she needed in a timely manner.
- Very positive. Reception staff are always friendly and welcoming. Appointment was on time and the nurse/practitioner was lovely ?

- Receptionist was super helpful, polite & friendly. The Nurse was amazing. Always makes me feel at ease.
- He listened to everything I said and then repeated back to me. Then he explained the three choices I had for treatment
- The person that took my blood sample was friendly, relaxing and very proficient, evidenced by making it a painless experience and the lack of any bruising the following day.
- My telephone call was answered quickly and efficiently by a very helpful member of your team. Who managed to sort out and synchronise quite a few appointments and blood tests that I was going to need as a new patient.
- Welcomed by receptionist. Good communication by all members of staff. Felt respected.

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

- Majority of responses said No

Other comments –

- Speaking to a doctor instead of the girls in the office
- Ensured that the practitioner conducting the assessment was familiar with my medical background.
- Perhaps see a doctor when required.
- There is nothing in my opinion that nothing could be done to improve the way my visit was conducted. The nurse actually was able to take the blood sample at the first attempt which is a rare experience. Improve
- I was completely satisfied with every aspect of my appointment and of the booking of the appointments.

**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, have already recommended a friend
- Highly likely. Would definitely recommend
- Would not hesitate to recommend the practice to anyone but I look forward to the return to be able to ring and make an appointment instead of the current morning lottery although I fear that this will never return.