

NHS Friends and Family Test April 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)	83	2	2			1
Postcard	13	2				
Online						
Other						
Total	96	4	2	0	0	1

Comments

- Always friendly service
- My GP understands my need
- Always helpful, approachable, and polite
- Reception staff always very helpful and approachable. GP and practice nurses efficient and empathetic. Nice premises, easy to park and good size waiting room. Online prescription service reliable and easy to use.
- Cheerful staff and friendly service
- Explained process in depth, went above and beyond expectations. Appointment on time and very professional.
- No waiting; friendly receptionist and understanding nurse. Booked in for double appointment as I passed out last time, I had a blood test. All very efficient.
- Because all the staff are nice and friendly and helpful
- It was a positive phone call regarding my inhalers
- The whole practice is very efficient, lovely, clean, and comfortable, the staff are pleasant, helpful and a credit to the NHS. Cannot fault the excellent service I received.
- Prompt efficient supportive effective service.
- Very prompt appointments, all staff always very friendly. Outcome well explained, prescription dispensed quickly.
- Friendly, professional staff. Nice building.
- The service was on time, polite, professional and personal.
- Prompt appointment, very efficient nurse and very helpful. Very professional appointment.
- Efficient and helpful. Nurse attending very pleasant and knowledgeable.
- Annual check-up with practice nurse. Appointment ran to time. Professional manner. Ample opportunities given for me to mention anything relating to any additional health issues that I may be concerned about.

- Extremely professional and pleasant and to time - no waiting!
- We recently moved from another practice and the difference is so marked in terms of the care, access to staff and organisation you offer. Thank you.
- I was not kept waiting appointments were on time. The nurse was pleasant and asked appropriate questions prior to giving my covid vaccination. I wore a mask as requested.
- Professional people calm and relaxed this surgery is the best
- Very efficient and friendly
- Dealt with immediately on arriving at reception. The nurse gave me all the relevant information regarding the Covid vaccine and checked my personal details were up to date. She had a very pleasant and efficient manner.
- Helpful reception, Dr spends time with me and appointment with nurse within a week, seen on time. many thanks