

NHS Friends and Family Test May 2025

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)	103	10	1	0	0	0
Paper form	3	2				
Online						
Other						
Total	106	12	1	0	0	0

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

Telephone	82
Online	12
At Reception Desk	14
Other	11
Total	119

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

Majority of responses said Yes

Other comments –

- Yes, in fact the practice proactively called me following contact from my oncology nurse
- Yes, I was give an appointment for the next day.
- Yes extremely well and very professional staff

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

- Speed, efficiency and ability of nurse to make my child feel at ease
- Happy and smiling staff throughout whole practice
- No waiting in queue, efficient staff and prompt callback.
- Staff very friendly and helpful. GPs are absolutely fantastic- helpful in every way and. Try their hardest to help each patient
- Good Continuity.

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

- Majority of responses said No

Other comments –

- A couple of perching stools, like those supplied by the council, would be ideal in the waiting room for disabled patients thank you
- When I get the blood and urine results can I have the actual figures please

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 –

- I would definitely recommend your surgery
- Highly likely - reception and nursing staff were kind caring and professional.
- I've already recommended people to you