

NHS Friends and Family Test July 2022

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)	84	2	1			
Postcard						
Online						
Other						
Total	84	2	1			

Comments

- The nurse was lovely and gentle, because she could tell I was anxious she was patient, efficient and quick. Polite manner and kind-hearted
- Dealt with on time by pleasant staff.
- Very straight forward, no problems at all! Helpful girls working in dispensary and reception.
- Appointment was on time, nurses were very friendly & efficient, great to meet new members of staff - thank you
- I find it very reassuring that I have (what I call my MOT) once a year. It's more important as we get older to have preventative tools to help us live a healthier lifestyle. Thank you, I feel very lucky to be a patient in your practice.
- The reception staff are always helpful and efficient, organising a prompt appointment for me with the doctor.
- Slight delay in appointment time.
- The staff were efficient, polite and friendly
- Excellent service as always
- Excellent communication and understanding of my situation. Appointment on time. Friendly and helpful staff.
- The nurse was excellent at her job very polite and giving me reassurance thank you
- On time, very efficient, courteous and professional.
- Met on time. Professional guidance from practice nurse. Blood taken efficiently.
- Excellent service, from efficient reception to friendly and very professional nurse practitioner.
- The Dr was extremely pleasant and efficient
- Very quick efficient and friendly team
- Most importantly they listened!