

NHS Friends and Family Test September 2024

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)	111	9				
Paper form	14	3				
Online						
Other						
Total	125	12				

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

Telephone	91
Online	9
At Reception Desk	23
Other	14

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

- Majority of responses said Yes

Other comments -

- Yes no issues with the booking process
- Yes everything went well. everything handled very professionally.
- Yes I was very pleased with my treatment
- Very helpful and managed to give me an appointment on the same day
- Yes a speedy reply answering the phone
- 100% as always
- Very polite and helpful as I was away from home

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

- I was very reassured by the dr and nurse.
- As an elderly patient the receptionist was extremely helpful
- All of it the receptionist and nurse were personable ,efficient and kind.
- Great staff - was made to feel very at ease. Explained everything
- Everything was explained carefully to me before the biopsy began and throughout the procedure.
- Staff were all kind & caring
- The nurse I saw was very good at making you relax and explaining why you were there

- Dealt with my condition fairly and professionally
- Everything is always agreeable with the practice except as we all know, the parking situation.
- Friendly professional reception staff and nurse
- The nurse I seen was really nice and all the staff are nice
- Receptionists are pleasant and do everything to help you.
- Lovely nurse who was very helpful and caring
- The nurse was able to give me the time that was needed to decide what to do next. Efficient, friendly and compassionate.
- Friendliness and understanding
- Staff always friendly, polite and helpful
- Reception staff very polite, helpful and friendly GP's and nursing staff also very helpful
- Very friendly, don't feel judged
- I find reception staff friendly and helpful whenever I have used the practice
- Friendly staff
- Phone was answered quickly. Lady on phone was very nice.
- Wonderful manner and very helpful

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

- Majority of responses said No

Other comments –

- I don't think anything should change all together they're all very efficient.
- No - everything was outstanding.
- I think you are doing amazing.
- Not for a nurse but wish we could have a GP s appointment without the triage system.
- Being able to book a face-to-face appointment without having to ask Dr for one over the phone.

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