

Friends & Family Feedback - June 24

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Online and paper submissions combined

Overall experience at the practice

Excellent
284

Average
10

Neither good nor poor
2

Poor
2

Very poor
0

Likely to recommend the surgery to friends and family

Very Likely
302

Somewhat Likely
17

Neither likely or unlikely
0

Somewhat unlikely
1

Very Unlikely
0

Whats patients say has gone well:

- Friendly and helpful staff
- Availability of appointments
- Pleasant efficient service service
- Good communication
- Efficient dispensary on site
- Able to get an appointment when required
- Prompt service

Where can we improve?:

- More blood clinics to be offered so there is less of a wait for patients
- Patients to be seen as close as possible to appointment times given