

Friends & Family Feedback - April 2024

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Online and paper submissions combined

Overall experience at the practice

Excellent
257

Average
19

Neither good nor poor
0

Poor
1

Very poor
1

Likely to recommend the surgery to friends and family

Very Likely
247

Somewhat Likely
16

Neither likely or unlikely
2

Somewhat unlikely
0

Very Unlikely
2

Whats gone well:

- Clean, friendly & professional environment
- Efficiency & Friendliness
- Easy to make an appointment
- Great patient care
- Quick response to referrals
- Helpful staff
- Going the extra mile to make appointments available

Where can we improve?:

- Review website issues
- Blood tests to run on time
- Inform patients when GPs/nurses are running late
- Muffle noises or adjust noise for patients with ASD / Sensory issues.