

Friends & Family Feedback - Feb 24

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Online and paper submissions combined

Overall experience at the practice

Excellent

340

Average

7

Neither good nor poor

3

Poor

1

Very poor

2

Likely to recommend the surgery to friends and family

Very Likely

329

Somewhat Likely

20

Neither likely or unlikely

4

Somewhat unlikely

0

Very Unlikely

0

Whats gone well:

- Communication
- Answering phones quickly and easy to get an appointment. Appointments usually run on time
- Very kind and caring staff, excellent pharmacy and lovely environment
- Easy to check in. Friendly and helpful staff.
- Access to doctors
- Very professional but also very friendly

Where can we improve?:

- Waiting times for appointments
- More communication for support groups available
- Communicate when GPs are running over
- Website issues