

# Friends & Family Feedback - Jan 24

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Online and paper submissions combined

## Overall experience at the practice

Excellent

333

Average

11

Neither good nor poor

1

Poor

4

Very poor

2

## Likely to recommend the surgery to friends and family

Very Likely

320

Somewhat Likely

21

Neither likely or unlikely

7

Somewhat unlikely

1

Very Unlikely

2

### Whats gone well:

- Quick appointments
- Always possible to get an appointment
- Very polite, approachable, listen to request and act upon it.
- Providing an efficient friendly service.
- Nice practice with very pleasant staff
- Dispensary is excellent
- Pro active, seen on time , friendly

### Where can we improve?:

- Personal questions to be moved to a leaflet to not ask patients at reception
- Communicate when GPs or nurses are not running to time
- Weekend appointments available
- Ensure appointments are booked correctly