

Friends & Family Feedback - March 24

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Online and paper submissions combined

Overall experience at the practice

Excellent
302

Average
23

Neither good nor poor
3

Poor
0

Very poor
0

Likely to recommend the surgery to friends and family

Very Likely
293

Somewhat Likely
23

Neither likely or unlikely
1

Somewhat unlikely
1

Very Unlikely
0

Whats gone well:

- Easy to make an appointment and choose a female GP
- Appointment system is very good, all the staff so polite.
- Very efficient , wide range of services
- Appointment availability
- Well run practice
- Great doctors and staff
- Speed of response

Where can we improve?:

- Doctor name on door - ensure the correct doctors name is on the door for that day
- GPs & Clinical staff running on time for appointments
- Prescription services over lunchtime
- More available blood test appointments
- Appointment start times
- More evening appointments