

Friends & Family Feedback - Nov 24

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Online and paper submissions combined

Overall experience at the practice

Excellent
366

Average
7

Neither good nor poor
4

Poor
3

Very poor
0

Likely to recommend the surgery to friends and family

Very Likely
350

Somewhat Likely
12

Neither likely or unlikely
3

Somewhat unlikely
1

Very Unlikely
2

Whats patients say has gone well:

- Friendliness of Practice
- Listening then acting on it
- Professional, caring and supportive
- Responsive, professional and compassionate
- Great support in every visit
- Nice environment
- A friendly team
- Patient care
- Easy to contact online
- Prompt responses, availability of appointments and ease of access to appointments

Where can we improve?:

- Car parking – This has been discussed with the PPG – considering having children and parent parking and more disabled parking. Other parking in the village
- Reception – error on booking – will be discussing further communicating issues with patients and ensuring we rectify these without inconvenience to the patient
- Blood clinic waiting times – There are urgents on the day and if the blood test is urgent we will ensure this is accommodated. Waiting time can be a week for routine blood tests due to room capacity and further GP appointments are required at this time of the year – if its urgent please ask reception and if they can't help you can ask for the practice Manager or her assistant.