

Friends & Family Feedback - Sept 24

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Online and paper submissions combined

Overall experience at the practice

Excellent
103

Average
9

Neither good nor poor
0

Poor
0

Very poor
0

Likely to recommend the surgery to friends and family

Very Likely
85

Somewhat Likely
4

Neither likely or unlikely
1

Somewhat unlikely
0

Very Unlikely
0

Whats patients say has gone well:

- Same day appointments
- Superb attention to detail
- Everyone is so friendly and helpful
- Responsive and caring
- Professional
- Great service
- Friendly and proactive service
- Able to fit me in within short notice

Where can we improve?:

- Improve waiting times for appointments
- Keep to the same GP if possible

