

# Friends & Family Feedback - Jan 25

↓ **READ MORE** ↓

Online and paper submissions combined

## Overall experience at the practice

**Excellent**

328

**Average**

14

**Neither good nor poor**

3

**Poor**

5

**Very poor**

2

## Likely to recommend the surgery to friends and family

**Very Likely**

328

**Somewhat Likely**

14

**Neither likely or unlikely**

6

**Somewhat unlikely**

0

**Very Unlikely**

4

### What patients say has gone well:

- Friendly staff
- Amazing service
- Got seen very quickly
- Quality of service and speed
- Felt welcomed upon entering the practice
- Access to GP appointments at short notice
- Professional yet friendly
- Felt listened too
- Same day appointments
- Communication is excellent
- Efficient

### 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
- Waiting times in the waiting room and reception letting the patients know when the doctor is running over
- Phone lines at 8am opening – Will discuss with PPG and staff, the 8.30 phone line start helps organise the workload beforehand. Please also be aware of using the online consultation form and the team will book you an appointment