

Friends & Family Feedback - Feb 25

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Online and paper submissions combined

Overall experience at the practice

Excellent
329

Average
23

Neither good nor poor
4

Poor
3

Very poor
2

Likely to recommend the surgery to friends and family

Very Likely
362

Somewhat Likely
28

Neither likely or unlikely
8

Somewhat unlikely
4

Very Unlikely
1

What patients say has gone well:

- Same day appointments
- Polite and compassionate staff
- Very punctual and professional
- Communication is amazing
- Being a helpful, friendly team.
- Ease of access to services and professional staff
- No problems in getting an appointment
- Friendly efficient service
- A friendly caring team
- Great dispensary on site

Where can we improve?:

- Change answering machine message – make shorter
- Sign in board – switched back on
- Review music in the waiting room