

Friends & Family Feedback - Dec 24

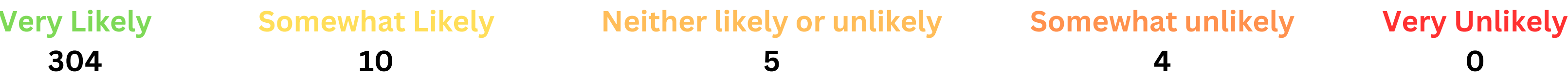
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Online and paper submissions combined

Overall experience at the practice



Likely to recommend the surgery to friends and family



What patients say has gone well:

- Appointments are usually easy to provide and with my preferred Doctor.
- Very good service
- Providing a wonderful service
- Very friendly and efficient
- Quick appointments
- Friendly, punctual, the swabbing service is great and showed I have flu very quickly
- Friendly staff
- Everyone is so friendly and accommodating
- Pharmacy excellent

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
- Shorten answering machine
- Sign in machine available
- Review reception training, should always be someone available at the desk to welcome patients
- Review lunchtime closure