# Friends & Family Feedback - July 24



Online and paper submissions combined

## Overall experience at the practice

Excellent 365

Average 22

Neither good nor poor

Poor 1 Very poor 3

## Likely to recommend the surgery to friends and family

Very Likely 365

Somewhat Likely 22

Neither likely or unlikely

Somewhat unlikely

Very Unlikely

2

### Whats patients say has gone well:

- Good advice and reassurance
- Very easy to get an appointment
- Amazing staff and doctors
- Speed of response to online consultations
- Efficient and friendly
- Caring, kind and compassionate staff
- Efficient communication and easy to book an appointment

### Where can we improve?:

- Improve waiting times for appointments
- Presentation of the children books in reception

