

Friends & Family Feedback - July 24

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Online and paper submissions combined

Overall experience at the practice



Likely to recommend the surgery to friends and family



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

