

Friends & Family Feedback - Oct 24

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Online and paper submissions combined

Overall experience at the practice

Excellent
455

Average
27

Neither good nor poor
3

Poor
0

Very poor
2

Likely to recommend the surgery to friends and family

Very Likely
446

Somewhat Likely
28

Neither likely or unlikely
7

Somewhat unlikely
1

Very Unlikely
0

Whats patients say has gone well:

- Prompt responses to appointment requests
- Great care and service
- Very friendly staff
- Lovely and professional personnel
- Easy to get an appointment
- Listening and sorting any issues
- Very welcoming
- Professional, happy & competent staff

Where can we improve?:

- Not being seen on time when waiting to see a clinician
- Keep to the same GP if possible

