

Friends & Family Feedback - June 25

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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:

- Available appointments
- The staff are all so lovely and friendly
- You care, you listen, you help
- Excellent consideration of patients
- Got an appointment quick
- Easy access to calls and appointments
- Fitted me in for an appointment at very short notice
- Asthma review carried out very efficiently
- Staff are wonderful
- Easy to book an appointment and see a GP quickly

Where can we improve:

- Waiting times in the waiting area
- Technical errors with appointments