

# Friends & Family Feedback - July 25

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Online and paper submissions combined

## Overall experience at the practice

Excellent  
115

Average  
7

Neither good nor poor  
1

Poor  
1

Very poor  
0

## Likely to recommend the surgery to friends and family

Very Likely  
114

Somewhat Likely  
6

Neither likely or unlikely  
2

Somewhat unlikely  
1

Very Unlikely  
1

### What patients say has gone well:

Excellent patient care

Efficient communication, friendly staff and practitioners

Fast appointments and very helpful staff

Availability of appointments is good

Prompt attention

Very well organised, staff are lovely and friendly

Sending reminders regarding appointments

Quick response with a call back from the doctor

Personal contact, prompt service

A focus on the individual. Friendly, engaging and responsive!

### Where can we improve:

**Radio playing in the waiting** - this is for confidentiality purposes, the practice will add a sign to explain the reason behind this.

**Self check-in screen** - This has been temporarily switched off due to patients being due annual reviews, blood tests etc so that receptionists can communicate better at the window.