

## NHS Friends and Family Test march2025

Question – 'Thinking about your GP practice, Overall, how was your experience of our service?'

Comments Received	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
Text (via accurx)	145	9		1		
Paper form	1					
Online						
Other						
<b>Total</b>						

Question – Please tell us how you contacted us to book your appointment.

Telephone	<b>108</b>
Online	<b>10</b>
At Reception Desk	<b>20</b>
Other	<b>18</b>
<b>Total</b>	<b>156</b>

Question – Did everything go well you contacted the practice to make your appointment?

Majority of responses said Yes

Other comments -

Question – Please let us know what you found positive about your experience.

- Always friendly helpful staff
- Friendly professional service, reassuring environment
- The appointments was on time and everything was explained to me. I was encouraged to discuss if any concerns.
- Very quick for appointment same day, same on waiting time very good.
- The staff were very welcoming and during the appointment I was given plenty of time to explain health concerns and was listened to. Information was clearly delivered.
- Phone call answered quickly, receptionist helpful and friendly, appointment offered to suit me

Question – Is there anything we could improve that would have made your experience better?

- Majority of responses said No

Other comments –

- Regarding my experience I wish it a little easier to make a appointment to see a doctor
- I am entirely happy with the service I receive From my local practice.

**Question – How likely are you to recommend our service to family and friends if they need similar care or treatment?**

- Majority of responses said Very likely/Highly/Likely

Other comments –

- Would not hesitate to recommend the practice to anyone.
- Very! Top doctors and medical practice