**Friends and Family Test – Results**

**April 2025**

**Total Responses: 15**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Paper forms in surgery** | **Responses to text messages** | **Footfall responses** |
| Very Good | 0 | 14 | 0 |
| Good | 0 | 1 | 0 |
| Neither Good nor Poor | 0 | 0 | 0 |
| Poor | 0 | 0 | 0 |
| Very Poor | 0 | 0 | 0 |
| Don’t Know | 0 | 0 | 0 |
| **Total Responses** | 0 | **15** | 0 |

**Comments:**

**Please can you tell us why you gave your answer?**

“ I have only had positive experiences here, Dr Lo is thorough and empathetic”

“Dr Hedges is fantastic and always listens. she has been caring for me through my cancer journey. Nothing is too much trouble for her. She is always very kind and considerate.”

“They are brilliant”

“Because I was seen within 2 mins of making an appointment at the desk”

“The receptionist and doctor were kind and helpful”

“Quick appointment and receptionist sounded caring”

**Please can you tell us what we could’ve done better:**

“The consultation times should be extended”

“She said to buy vitamin d tablets but i was not told what strength”

“Nothing comes to mind”

“Difficult to say, as it was comprehensively covered”

“Nothing”

**Other comments/feedback received (not via FFT feedback forms):**

N/A