**Friends and Family Test – Results**

**August 2025**

**Total Responses:84**

|  |  |  |  |
| --- | --- | --- | --- |
|   | **Paper forms in surgery**  | **Responses to text messages**  | **Footfall responses**  |
| Very Good  | 0 |  65 | 0 |
| Good  | 0 |  15 | 0 |
| Neither Good nor Poor  | 0 | 2 | 0 |
| Poor  | 0 | 1 | 0 |
| Very Poor  | 0 |  1 | 0 |
| Don’t Know  | 0 |  0 | 0 |
| **Total Responses**  | 0 | 84 | 0 |

**Comments:**

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

“I’ve been with prospect medical surgery for 30yrs + Always been friendly & helpful couldn’t ask for a better surgery”

“friendly staff and always get my booking appointment very quickly”

“Me and my family are blessed to be at this surgery. Staff are great and doctors want to get to the bottom of the issue and don't make you feel like an inconvenience. Thank you all”

“Jonathan listened to me and gave me exercises, after a thorough examination”

“Receptionists, nurses and doctors have all been kind, helpful and efficient.”

“You have a lovely receptionist I hadn’t met before, excellent at the public facing element and she set an appt for me afterwards. Chris also excellent at going through a number of issues, giving good advice re management and prescribing a cream for one concern, all thorough and quick with a follow up appt in September”

“When the doctor grabbed the needle she just went like that and hurt my leg - says Finley”

“I didn't like doing my blood pressure in the waiting room with patients sitting there”

“I've seen a doctor that has been excellent, attentive and extremely helpful, and another who was so dismissive that it made me hesitant to seek more help for my health problems”

“Friendly and smiling, listening and seemed interested in my complaints.”

“Dr Clark was very good and kind I’ve never had a problem with the surgery since i joined god 40 years ago where's that time gone”

“Well third time lucky. This appointment wasn't cancelled.”

“Staff ( Donna) made my visit easy and relaxing.”

“No wait and a fast professional service”

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

“Answer the phones quicker while making appointments first thing in the morning”

“To have availability for a simple ECG sooner than a phone call in a months and half time for an actual appointment "God-knows-when".

“The service is very good and yes, I'm happy being referred to GP when i needed the most and to see the Doctor face to face and also being monitored by a Nurse and also to see the Doctor.”

“Provide water for patients this summer”

“Health care assistant or nurse could have done pressure in her room, it didn't take long”

“Care and listen a bit more it’s not a production line is people with real problems”

“Proactively notify patients when results come back”

“No. Best possible service”

“Keep it up”

“All GPs should get better empathy training especially in relation to mental health problems that the public increasingly face”

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

None.