**Friends and Family Test – Results**

**July 2025**

**Total Responses: 77**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Paper forms in surgery** | **Responses to text messages** | **Footfall responses** |
| Very Good | 0 | 60 | 0 |
| Good | 0 | 13 | 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 | 77 | 0 |

**Comments:**

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

“It would have been v good, but we waited 45 mins past our appointment time. Despite this staff were as helpful as possible”

“I have been in this GP since 2018 all staff and doctors so friendly and kind”

“It would be good if I could get to see the Doctor. At some point that would make a big difference rather than anyone else”

“We always very happy to be seen by dr Lo, amazing doctor”

“Doctor Sarah was so nice and reassuring.”

“I don’t always like the attitude/tone/brusque manner of some of the receptionists”

“saw Mikayla the nurse who is fantastic”

“I stood at the surgery door for 5 mins unable to get in the receptionist was even ringing me to ask where I was then she realised and unlocked the door?! The GP was brill but then had to wait in the pharmacy for 20 mins sat with 4 junkies waiting for their methadone, I will never book a morning appt again as it was a depressing experience”

“Waiting area clear and clean. Short wait for appointment - quite acceptable as it was late in the day. Electronic check-in is very impersonal when there is a receptionist on duty.”

“Cos they are very perlite , friendly, and helpful .”

“Dr Hedges took me seriously and gave me a full check over”

“I had an appt for a blood pressure check with a doctor unfortunately that didn’t happen and the receptionist did a check on the machine in reception. She was very helpful. She presented the reading to one of the professional staff and they sent a message to my phone on what to do next”

“Came out still feeling same as I went in”

“Informed and Professional. Personable, responsive and empathetic throughout.”

“Quick Appointment and polite staff and friendly and thorough GP who was sympathetic to my health needs.”

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

“Reception staff please be a little more helpful and polite”

“No Their was nothing she could have done better”

“Having to give personal information at reception gives no privacy but this would require building alterations”

“Apart from being on the phone for 20 min .then your told to try tomorrow. But good .”

“Cup of tea and chocolate biscuits haha”

“Can’t think of anything, if anything my appointment was for 1720. But I didn’t see doctor until 1740. Which was fine”

“None carry on with the good work”