**Friends and Family Test – Results**

**June 2025**

**Total Responses:80**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Paper forms in surgery** | **Responses to text messages** | **Footfall responses** |
| Very Good | 0 | 63 | 0 |
| Good | 0 | 14 | 0 |
| Neither Good nor Poor | 0 | 0 | 0 |
| Poor | 0 | 1 | 0 |
| Very Poor | 0 | 1 | 0 |
| Don’t Know | 0 | 1 | 0 |
| **Total Responses** | 0 | 80 | 0 |

**Comments:**

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

“very good report From Dr clarke with work related stress”

“Ive always had great service and never had a problem getting an appointment”

Easy check-in, no waiting delays, friendly doctor, un hurried, good advice, very pleasant experience oh and receptionist was pleasant and professional.

“The pills I was given don’t work at all so I’m not taking, didn’t even take pain away”

“Hi i just wanted to give some feedback about dr McNeilly. I have seen this dr a few times recently for various things i can only say good things about her. She listened to me took me seriously and she is highly competent. Covered all the basis of my treatment and is such an asset to your surgery. I cant rate dr McNeilly highly enough and a gp one of the best I have had care from. Thank you very much”

“1st visit came sat there 15mins to be told nurse was not coming 2nd visit tried to phone 31plus in que to let know due to road works I was going to be late only to be told I would have to go home and re book”

“Really nice people and competent staff throughout the practice. Thank you all”

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

“Receptionist a little more understanding”

“Better communication and knowledge from reception staff”

“Reception is too public and has one giving personal information with on earshot of other patients”

"If person is a bit late surely fitting in wont be a problem as someone else would have taken the 1st slot”

“A bigger car park with more disabled parking”

“Monitor the use of the toilet better.”

“Compared with friends problems with their surgeries you are doing brilliantly.”

“All staff were very professional”

“I have no issues”

“Diabetes check person asked why I was there didn’t take blood pressure told me had to make appointment at hospital to have blood done when do blood tests there but told me I had to make appointment at west Norwich hospital was total waste of time but letter said had to make appointment not sure what for as the person why I was there”

“Improved car park by removing 2 concrete obstructions.”

“Sometimes a lack of communication for example chasing dvla doctors letter and being told as it would be with doctors secretary they would call back with information but never did, and have to chase a week later to find out.”

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

None.