**Friends and Family Test – Results**

**September 2025**

**Total Responses:113**

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| --- | --- | --- | --- |
|   | **Paper forms in surgery**  | **Responses to text messages**  | **Footfall responses**  |
| Very Good  | 0 |  94 | 0 |
| Good  | 0 |  13 | 0 |
| Neither Good nor Poor  | 0 | 2 | 0 |
| Poor  | 0 |  1 | 0 |
| Very Poor  | 0 |  3 | 0 |
| Don’t Know  | 0 |  0 | 0 |
| **Total Responses**  | 0 | 113 | 0 |

**Comments:**

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

“Nurse Donna is brilliant”

“Prompt professional service”

“The nurse was very good and made you feel comfortable”

“Very pleasant receptionist”

“Doctors Hedges dealt with all my problems very well and took the time to listen to me and put me at ease i felt much better after my apt ,plus I didn’t hardly wait to be seen.”

“I had an annual health review and a new patient. The appointments were very relaxed and thorough and the pharmacist and Sean were lovely.”

“Doctor Hedges is very kind and compassionate and has made me feel supported and at ease.”

“They did the check on time ie hardly any waiting and they were quick and efficient, and explained things in a helpful and friendly manner.”

“The appointment was cancelled again, this is the 3rd time now.”

“Lovely receptionist. Physio was excellent and on time.”

“I thought that Dr McNeilly was fantastic. Thanks Doctor. The receptionist was also great.”

“GP was not helpful, I wasn’t given any medication for serious problems, my appointment was half an hour late, and GP tried to rush my appointment and was rude”

“We did not see our usual doctor. This doctor seemed annoyed we were having an appointment for weight check on baby even though Dr Lo had booked it in to keep eye on baby weight gain but was away on holiday . Was rushed and felt like an inconvenience no apology appointment was 20 min late either. The doctor who didn’t give her name kept saying this wasn’t a job for her and I should see a health visitor despite me explaining Dr Lo had asked us to book the appointment to come back due to baby being sick and not gaining weight previously was made to feel we shouldn’t of been there”

“Book in easy & quick, didn't wait too long after the appointment time. Organized.”

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

“WAITED 20mins OVER MY BOOKED APPOINTMENT NO RECEPTION SAID ANYTHING”

“Have a water butt in waiting room for patients to hydrate n better for giving bloods.”

“Original appointment for shingles vacation was cancelled and rescheduled. Turns out nurse covering for normal nurse didn’t want to do these any more. It sure that’s an option?”

“On this occasion I don’t think anything could have been done better.”

“In my opinion i always feel welcome and looked after.”

“Nothing 10 out of 10”

“SORTED OUT GREATEST HITS RADIO RECEPTION COULDN'T HEAR MUSIC IN WAITING AREA PROPERLY”

“Receptionists have name badges on please”

“Not letting me know of the GP running late with appointments”

“Please fix the appointments, I have to book the time off my work schedule and it’s very inconvenient to keep changing at the last minute.”

“Nothing regarding the service, but a cold water dispenser would be nice.”

“There's probably little to improve. I would say that since the healthcare is being divvied up between different folks of differing skill and training, introduction including your name and your role is probably a necessary courtesy. Particularly if it's someone you've never met before.”

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

Mr + Mrs Tinkler expressed how lovely we have all been and feel very looked after.