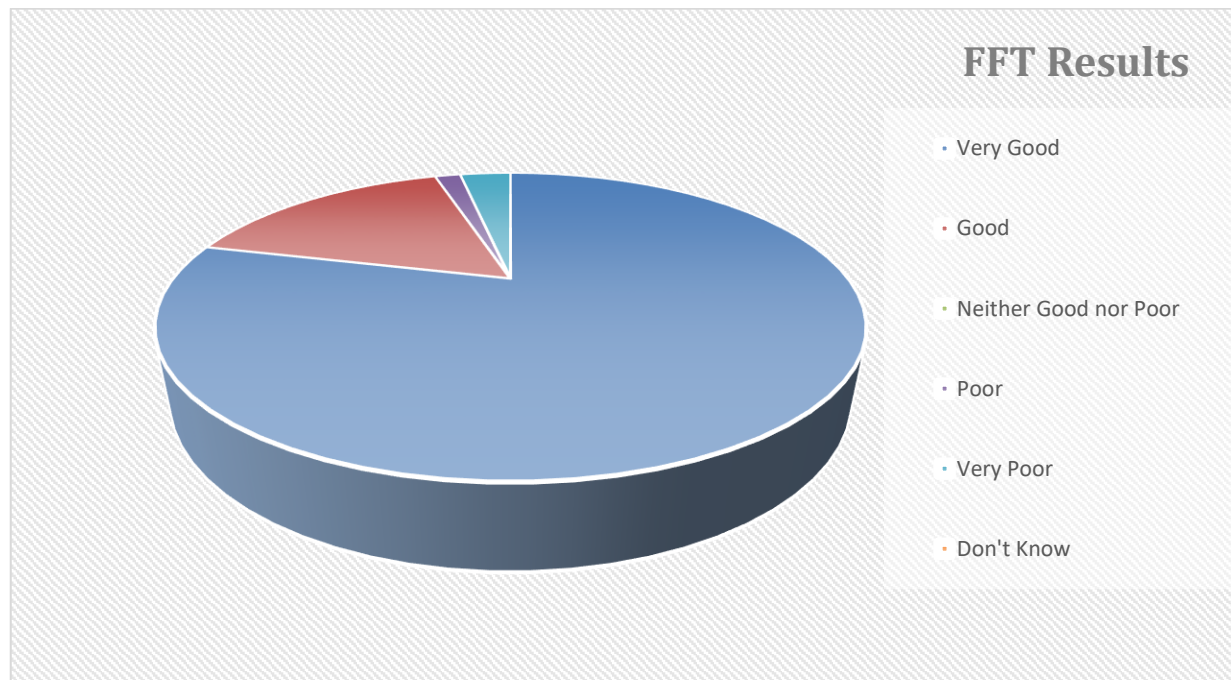


Practice Overview of friends and family test results - April to June 2023

As a practice, we send texts through to patients, or their carers, who have had some form of appointment with one of our clinical team for feedback on the service.

The results from April to June 2023 are:

- 79% thought the service was **very good**
- 16% thought the service was **good**
- 2% thought the service was **poor**
- 3% thought the service was **very poor**



Practice Overview of friends and family test results - April to June 2023

Some of the patient's granted consent to share their feedback we have been given during this time:

Rating	Comment
Very good	I'm always confident when I come and see Dr Lomas that he will help me what ever problems I have to get better
Very good	Mohmed was very supportive and gave me very useful information on my health
Very good	It was quick and no time wasting
Very good	Was seen straight away and received treatment same day up at the hospital
Very good	She very smart at discharging her duty
Very good	Contacted about an issue in which receptionist escalated to GP and I had response by close of business same day
Very good	On time. Professional
Very good	Saw new doctor who was professional, thorough and found time to explain symptoms to me. Lovely people in this lovely surgery.
Very good	Saw the nurse for a blood test really friendly professional as always
Very good	She checked everything
Very good	His doctor and staff helped me and gave my boy the right vaccines
Very good	Very understanding. And helpful
Very good	Very professional and helpful and felt comfortable with all staff
Very good	Doctor Anwar was very helpful and empathetic. I was seen quickly and treated professionally
Very good	excellent service to me
Very good	Doctor listened and very understanding gave time didn't rush me
Very good	Was seen very quickly and efficiently

Practice Overview of friends and family test results - April to June 2023

Very good	The services was prompt and the nurses were nice
Very good	Today am very satisfied with doctor Khan she is very nice kind and understanding
Very good	On time , helpful
Very good	Time management and care given to patients are absolutely great
Very good	Good advice
Very good	Appointment with the nurse who I hadn't met before she was lovely and gave me all the information regarding my test results and advice how to improve my health
Very good	Dr Rizwan was friendly, helpful, listened and made me feel comfortable and relaxed whilst dealing with an awkward health problem
Very good	Mo was very polite, seemed knowledgeable and gave good information
Very good	No waiting. Given advice I asked for and very pleasant staff.
Very good	I was treated on time. The lady who treated me was very polite. Receptionist was very friendly. Very impressive service in very difficult times for NHS.
Very good	Was seen on time and the doctor was very helpful and did a through test
Very good	Was very relaxed and put at ease
Very good	She was very nice and polite
Very good	First class as always
Very good	Polite and efficient
Very good	Very professional friendly nurse
Very good	She was through and interested in my treatment
Very good	Young man very professional
Very good	Very quickly seen and friendly staff
Very good	Efficient and thorough

Practice Overview of friends and family test results - April to June 2023

Very good	Very good service and friendly staff and very good doctor
Very good	I was listened to and reassured about what was troubling me
Very good	My experience with Rebecca and Ellie was superb ever the professional
Very good	Good staff and handle good
Very good	Staff very pleasant, Got Seen To On Time
Very good	Everybody at this surgery from the receptionist to the nurse, to the drs are very helpful. They don't rush you and and are very accommodating
Very good	I was attended to in good time and by very friendly and efficient staff.
Very good	Dr Uddin very helpful
Very good	Clean waiting area, staff friendly and helpful
Very good	Brilliant service had my bloods done and she was lovely made me feel comfortable
Very good	Good service
Very good	Very caring as always
Very good	They meet my need and was understanding
Very good	Mr Limbert was thorough and helpful
Very good	My doctor was very helpful with his advice and was easy to talk too
Very good	Everything I asked for all done in a professional manner
Very good	Very good. On time . Very professional
Very good	Always looked after
Very good	Went in on my appointment time. Pleasant friendly professional staff as always
Very good	Seen on time and nurse very pleasant
Very good	Well looked after

Practice Overview of friends and family test results - April to June 2023

Very good	Surprisingly swift response by call back, also student assistant excellent, then the Doctors help was tremendous. Truly well done. Most appreciated!
Very good	I have been a patient at this surgery for all of my 76 years. My doctor made home visits on horseback during the big freeze of 1947. I am always treated with the utmost courtesy and respect, all the staff greet me by name. I am often asked why I am with a surgery several miles from my home. Why should I change
Very good	They are really good in taking care of people

Very poor	According to the time given to me on I message I was been seen 50 minutes later
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The feedback from the consented Very Poor response was regarding waiting time.

Unfortunately, there are times in General Practice when an emergency can arise or a patient's symptoms maybe more complex once they have been examined. This can sometimes delay surgeries.

A lot of the consented Very Good comments were about the practice being quick and efficient.

Whilst we realise that sometimes emergencies or complex cases are minimal, we apologise for any inconvenience this causes.

We will endeavour to set patient's expectations if an emergency arises.