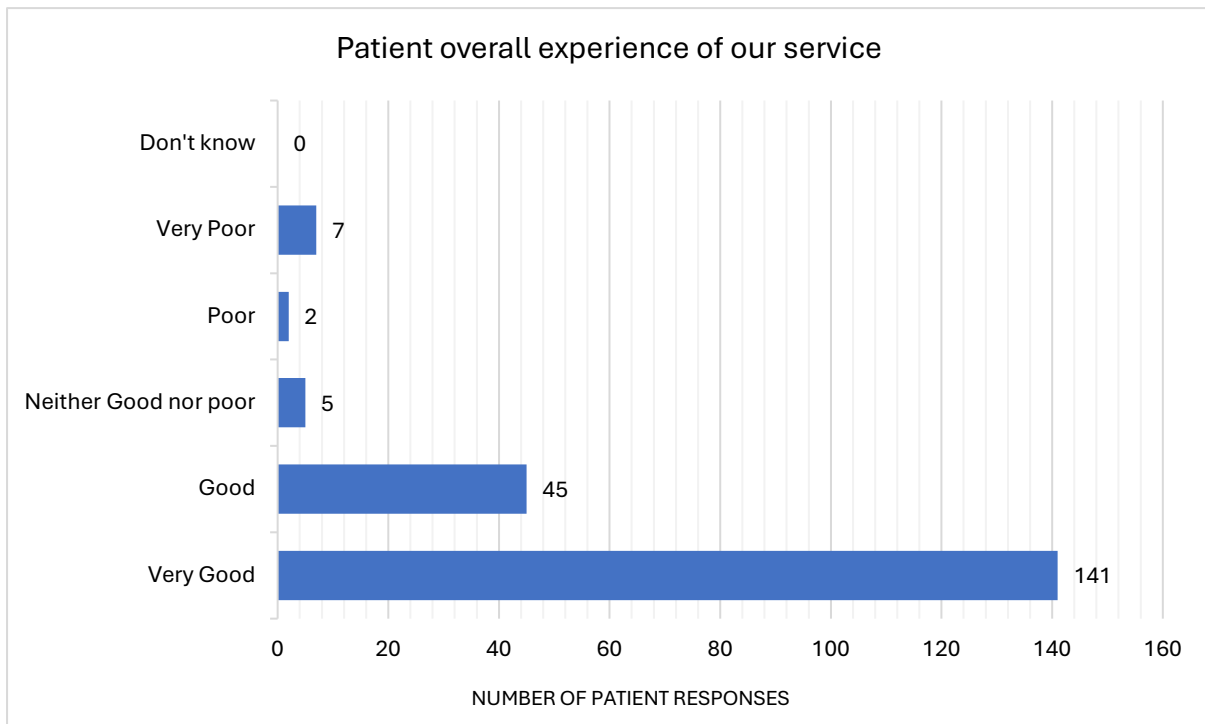


Patient friends and family feedback for January 2025



These responses were collected from the friends and family test results and from feedback forms provided in the surgery and after appointments. All patients receive the friends and family survey via text message after their appointment at the surgery.

Patients told us in January that they felt our service was outstanding, often satisfied with the care we provided. They told us they felt our staff were helpful, polite, knowledgeable, and went 'over and above' for them. Patients commented they felt our staff are patient on the phone. Some patients felt they were always able to get an appointment when they needed one.

Patients advised they found the practice informative and all members of our team to be friendly. They also told us the practice is responsive to requests for help and they are happy with the services we provide.

We had lots of wonderful feedback about our Healthcare Assistant, Ashleigh, and have shared the kind words with her.