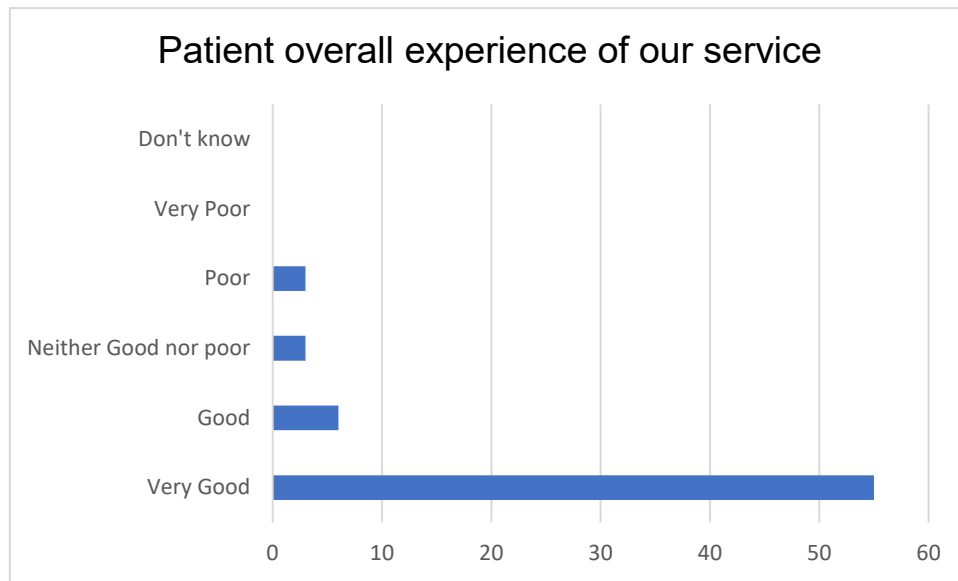


Patient friends and family feedback for January 2026



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.

In January, 55 of our patients returning the survey felt our service was very good and 6 felt it was good. Only 3 patients felt our service was poor.

We had positive results about the eConsult system. Patients reported they were very satisfied with the service, having their issue completely resolved within the stated timeline and that they would recommend it to friends and family.