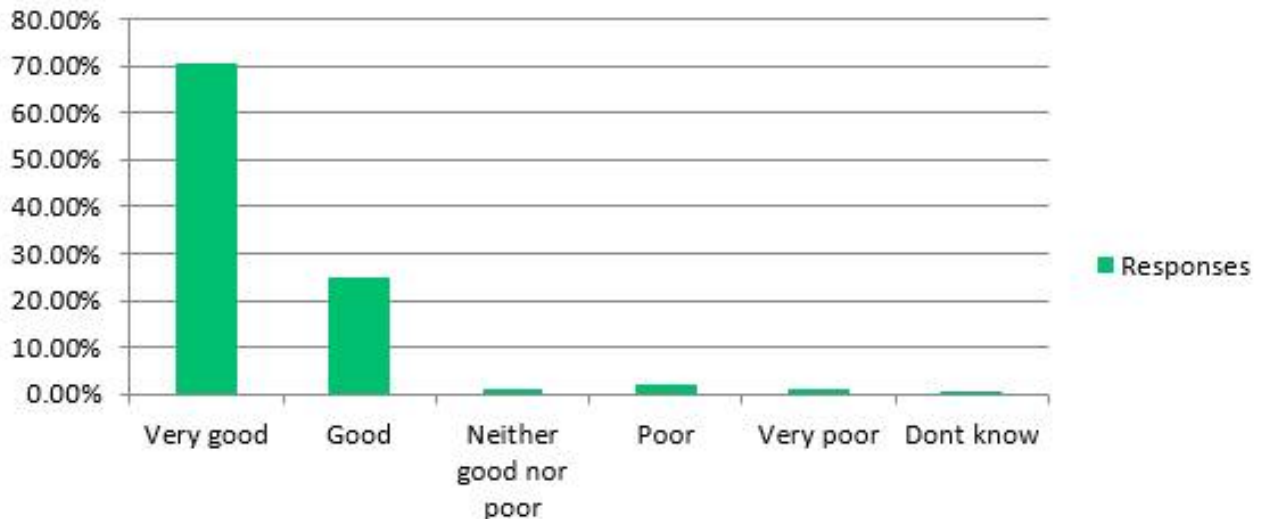


Patient friends and family feedback for August 2026

Thinking about the service we provide,
overall how was your experience of our
service?



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 August, 156 of our patients felt our service was very good and 55 felt it was good. Only 7 patients felt our service was poor/very poor.

We had positive results about the eConsult system. Patients reported the system was efficient and effective for communications between themselves and the surgery. Also, patients reported the eConsult process was straightforward to use.