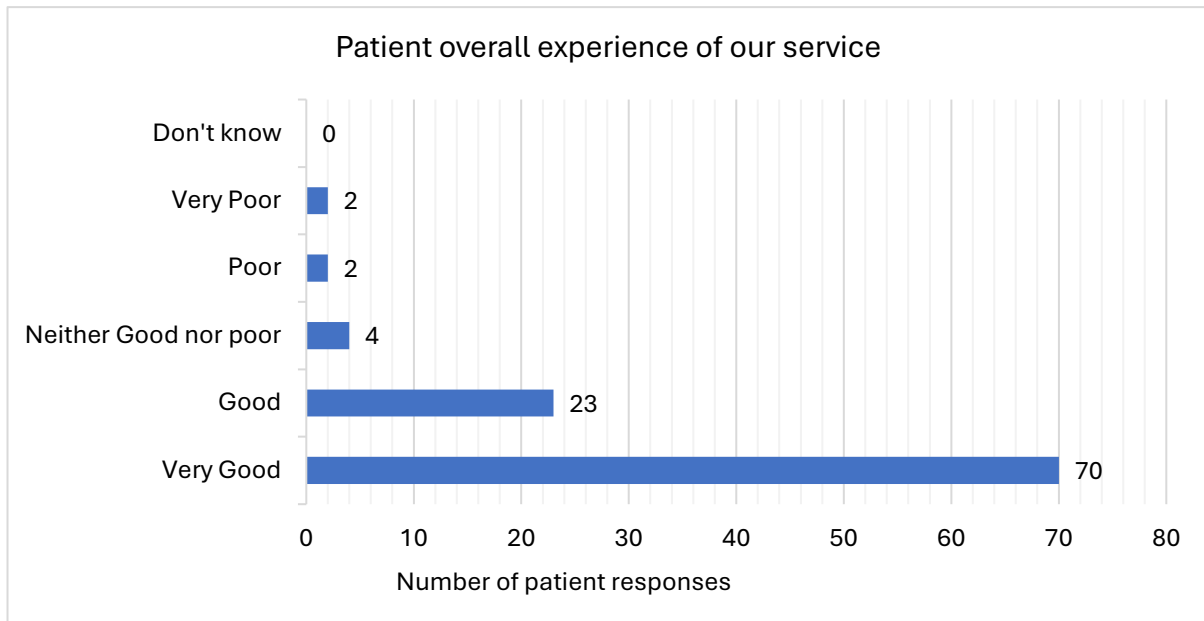


### Patient friends and family feedback for December 2024



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 December that they felt looked after and supported by our doctors, nurses, and reception staff. They advised that although it can be difficult to make an appointment at times, when they received one, they felt heard and supported with their problem.

Patients advised they found the practice accessible for prescriptions and appointments, and felt we were efficient in our responses to enquiries. They felt we kept them informed about relevant vaccinations and check-ups.

We did receive some constructive feedback about finding it difficult to use the self-check in screen, and that occasionally patients felt the receptionists were telling them to use it during busy times in a perceived slightly negative tone.