

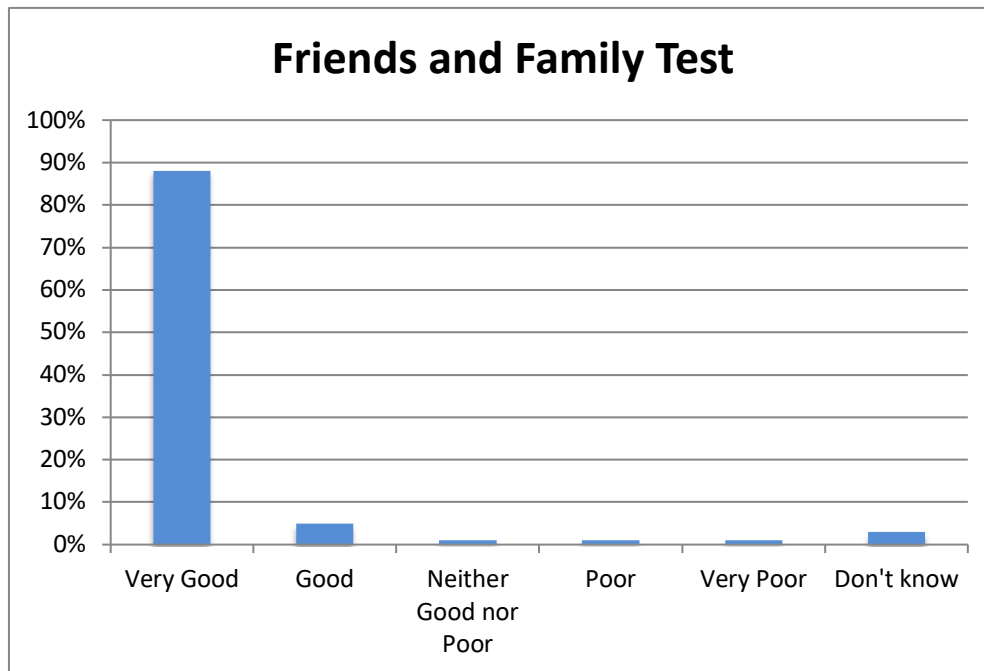
Friends and Family Test December 2020 Summary

How likely are you to recommend our service to friends and family if they need similar care or treatment?

Responses from post appointment text F&F forms

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
297	17	5	4	4	11
88%	5%	1.6%	1.2%	1.2%	3%

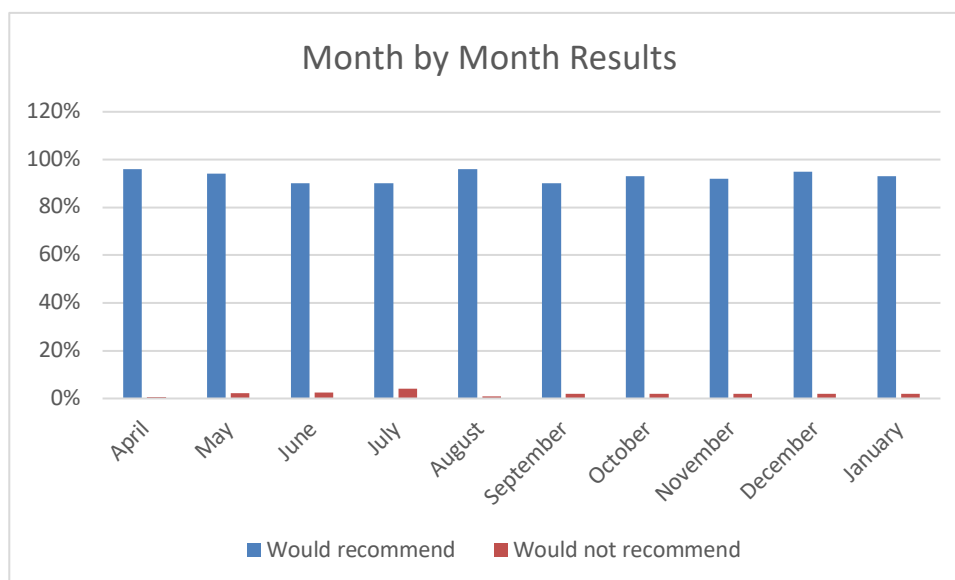
No paper forms received



This has to be presented to NHS England and the public as:

Would Recommend	Would not Recommend
314	8
93%	2.4%

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Can you tell us why you gave the feedback to our Service? (Text responses)

Month	Comment
January 2021 (Comments added exactly as received; spelling errors and typos not corrected)	Efficiency and courtesy
	The doctor was very good he explained everything and looked like he cared about me and the situation I'm in. He helped me to understand what is happening
	Efficient, friendly and helpful
	Pleasant helpful staff and early for apointment time by a few minutes
	Great support and felt cared for - which is extra important at the moment
	Very helpful and polite
	I managed to get a call back from the doctor quite quickly and got an appointment the same afternoon as my problem is very painful. Very satisfied. Thank you.
	Professional service as always
	Nice friendly receptionist quick waiting time and was nice to see sharon the blood nurse is o.k as it's nice to no are g.p surgery is staying safe aswe are
	Excellent service. Nurse was friendly but following all current guidelines. Reception staff very helpful when I asked for a print out of blood test results
	Friendly,safe and did what they said they were doing.
	Very helpful and thorough
	The lady we spoke to, Julie was very helpful, polite and informative. She fully updated us with my Mother in Laws recent test results
	IT WAS A VERY PLEASANT NOLAGEABLE COVERSATION
	Well organised.
	Friendly helpful staff
	Excellent kind service
	I have recent experience of another surger operating under COVID conditions . The service you offer is amazing in comparison
	I didn't wait long and everyone was friendly
	Very efficient and friendly
On time call appointment and a good professional service	

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Friendly pleasant staff. Was called for my appointment on time, all well organised.
Staff, despite all the difficulties and pressure they are under were cheerful. Thanks to Wendy
Quick and efficient
I have already said why
Nurse was very good and kind thank you.
Fantastic care and attention Felt safe
Always friendly and professional. Best doctors I have been to. Have recommended to others, who have moved to you and they thinks it's brilliant.
Attended to promptly, felt safe within the building.
Pleasant staff,on time
Brilliant staff. I met another wonderful member of your team this morning. Professional, informative and found her manner to be reassuring.
Friendly and welcoming staff who explain things clearly. Very speedy service and seen to quickly.
I was very pleased with my experience and wanted to give the best score
On time, in fact early. Covered everything and a little more with explanations.
Because they are very efficient and friendly
Very efficient service and friendly staff
Very friendly nurse and was excellent with my son in the previous appointment made what was going to be stressful for him a breeze
I was treated promptly and kindly, the nurse explained the procedure and was caring and polite.
Brilliant service
I was well look after with every one thankyou
Brilliant staff, appointment was on time
Swift and efficient service.
Excellent service in safe envuronment. Pleasant helpful staff.
You need a buzzer at Reception, as I was waiting there for 5 minutes & had to call out to people in the back office to get their attention.
Nurse who did my blood test brilliant and very efficient. Thank you
Everything was very professionally and safely done
Very professional and helpful
Because there was nothing wrong!!
For the organisation and kindness from everyone. Thank you.
There was a big queue and lots of receptionist in the back, but not seeing to the queue. The nurse was fantastic when we got in.
I am a new patient at this practice and I find the surgery easy to contact
Very helpful
Very friendly and professional a good service
I was very pleased with the Nurse who explained in detail & she did
I received prompt response and treatment. I felt safe, despite a stressful point during covid pandemic.

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I gave that response because I was happy with the consultation, it was very helpful as well,
Quick response from phone call booking appointment.no waiting when arrived for flu injection.this was excellent
Always provide a great friendly service.
Because I was very pleased with the quality of the reception and the service and advice from the nurse
Very informative, cheerful, professional and helpful couldn't fault the nurse at all she was lovely.
It would have been excellent but I was late for my appt as the check in took over 10 minutes due to having to wait for someone to come off the phone.
It's my first appointment with you and from start to finish everything was very efficient.
Had to wait 6 days for a telephone call from a doctor but after that I was looked after very well
Courteous staff, very clean and safe environment and timely treatment
Because it was very good thank you
Quick and easy. Thank you.
Really nice people and good service
All on time, felt safe, nice nurse.
Receptionist very help
Very good and well looked after thanks
Everything about the experience was spot on nurse and receptionist were both excellent.
Had a smear which can be a daunting appointment. The lady was very friendly and felt reassured and inform with everything I needed to know.
Efficient check in seen on time
It went really well the nurse was really nice and spoke to you and put you at ease really pleased thank you?
I gave that response because I think the practice in general is very good nice staff and excellent doctors and nurses top marks to all of them.
Nice staff and running on time
Lack of staff, kept waiting to long - just as well it wasn't busy.
Social distancing rules very apparent. Quick efficient staff.
First class service & friendly Staff
Nurses manner was fantastic. She was really reassuring
Felt safe, well organised, efficient
Very efficient receptionist and running to time for appointments, doctor very quick and efficient to
Quick and efficient call when expected
It was simple with no pressure, in and out
Quick & obliging
To time and went well.
It took me 15 minutes from arriving to get to the Reception because I was in a que I was just sat down in time for my appointment I like to be there early and relax
I have 2 have a b12 injection every 8wks And its quite a painfull injection But Nurse Julie Always makes it less painfull and is always very pleasent
The reception team were very polite and efficient , my appointment was on time , and the nurse who I saw was very friendly and efficient .

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<p>Your signage is diabolical! Far too many 'Instructions' taped on the wall or any other available surface. As for the directions to go in and out is v confusing</p>
<p>Surgery safe, Doctor very helpful</p>
<p>Always fell safe no waiting and your colleges no matter whether doctor nurse or receptionist are all very friendly and professional nothing is to much trouble</p>
<p>As always polite, efficient and professional. Many Thanks.</p>
<p>From walking through the door the receptionist was very friendly, the waiting area was comfortable and social distanced very well and the nurse was very helpful</p>
<p>The whole service from start to finish was fantastic. Thank you.</p>
<p>Caring staff, same day appointment which was face to face.</p>
<p>My appointment was 10 mins late but it went well.</p>
<p>All reception safe are good never had a grumpy one yet and nurse was good too</p>
<p>GP listened to my concerns and addressed the problem</p>
<p>All staff were extremely friendly and explained everything perfectly</p>
<p>Very kind courteous and lots of useful information</p>
<p>Excellent service, friendly staff, on time</p>
<p>Very nice reception staff and lovely Practise nurse</p>
<p>Nurse who took blood was very quick and Dr Saunders is really helpful</p>
<p>Friendly staff</p>
<p>Everything went very smoothly. I felt safe .</p>
<p>Very efficient.</p>
<p>It was our first visit to the surgery and the service was exceptional.</p>
<p>A real welcome by all and excellent facilities.</p>
<p>Very friendly and helpful service</p>
<p>Covid secure, efficient and professional</p>
<p>Very professional, good Covid precautions in place and upheld.</p>
<p>Very pleasant staff</p>
<p>I contacted the surgery with a query about my son. I was phoned back by the gp within 90minutes and seen within 2hrs. The doctor was very flexible with the time</p>
<p>Was called in straight away when I got there, the nurse was lovely and made me feel at ease.</p>
<p>Appointment kept to time social distancing in place and correct ppe being worn. Pleasant atmosphere and friendly staff</p>
<p>Very friendly at reception and the nurse. My appointment, was on time and the flu vaccination was explained very clearly prior to receiving it.</p>
<p>When I came in my elastic had broken on my mask I asked if I could have a spare mask and was told I couldn't have a spare mask I was given a piece of sellotape</p>
<p>Conscientious and attentive to all the detail. My only fault would be the IT process but I fully understand that is beyond the surgery's control.</p>
<p>ALWAYS HELPFUL AND POLITE</p>
<p>High level of efficiency at reception and beyond.</p>
<p>Only had to wait a few minutes, nurse was friendly and professional. Reception staff could be a bit friendlier as they're the face of the surgery as it were.</p>
<p>Safe environment the automatic blood pressure easy to use clinically clean very quick in and out approx 5 minutes very good for a diabetic check up and</p>

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I spoke to a nurse who really listens to my concerns and doesn't just try to automatically solve my problems with medication. She was very understanding
I have always the reception very helpful also Julie Harrington who I see every two weeks for my INR check. In fact, everyone I have come in contact with.
Under such difficult circumstances everyone was so helpful pleasant and efficient. Thank you.
Felt totally safe, appointment on time and both receptionist and the Nurse were very professional and efficient
The way I was treated and i felt comfortable and calm
It was on time and to the point. The nurse was very helpful.
Polite and speedy service. I felt safe coming to the surgery in the current pandemic.
Felt safe through out
Always good service and fabulous staff thanks very much?
Appointment was late but the nurse was excellent
A smooth walk in and in to nurse for blood test thank you I didn't want to catch 4 buses to go to the hospital for test
It went smoothly; no problems .
Service very good as usual
my reason for giving a score of 1 is to acknowledge the care we always receive when I attend with my husband for his ongoing treatment.
Lady on reception was friendly, waiting room was well organised for safe distancing & as always Dr Saunders was wonderful. She was kind & reassuring which is what I needed
Very well laid out and expertly ran during these terrible times
Usual very high standards. I was in and out in a timely manner. Professional and friendly staff.
I gave that response because I was happy with the consultation, it was very helpful as well,
Because appt was on time and painless blood test.
Generally good service from appointment being booked and then Gp call back thank you
Wendy Cardin is great.
The nurse was fantastic
A great caring service
Very friendly and considerate Nurse. Made me feel relaxed and valued as a patient of the Practice. The results of my tests were clearly explained to me
Was in and out in minutes. Perfect.
Very efficient service, friendly staff and availability of services.
Service quick and efficient
Very thorough, professional and caring.
Sharon who took my blood's is excellent.
Receptionist was polite and helpful showing me how to use the blood pressure/weighing machine. The phlebotanist was cheerful and efficient. I was in and out quickly
Very clear, precise, interested, made the patient feel a priority with regards to welfare. Thankyou!
The nurse took her time to explain things in detail and even though I do not have any problems just now she was able to point out some additional information
Friendly staff, efficient appointment.
Sharon , phlebotomist, as efficient as ever.

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	I was very happy with telephone appointment regarding my repeat prescription review. I didn't feel rushed talking about my concerns over some medication
	Very quick and safe service. Receptionist apologetic for keeping me waiting although really no need to apologise as I only waited no more than a couple of minutes
	Nurse Julie Harrington and Dr Maronge were so kind on my visit this morning
	Friendly, clean environment. Very professional discussion with the Dr.
	As always A very efficient service with excellent staff
	I didn't have to wait very long. The nurse that I saw was very helpful and efficient.
	Just so helpful and friendly nothings too much trouble. You are all fantastic to me. I really appreciate your care to me. Thanks
	I was seen quickly and felt safe whilst I was there.
	Very friendly and efficient service
	efficient and good service
	Because Wendy is efficient
	Fast, efficient and painless. Also only waited 30 seconds before being seen.