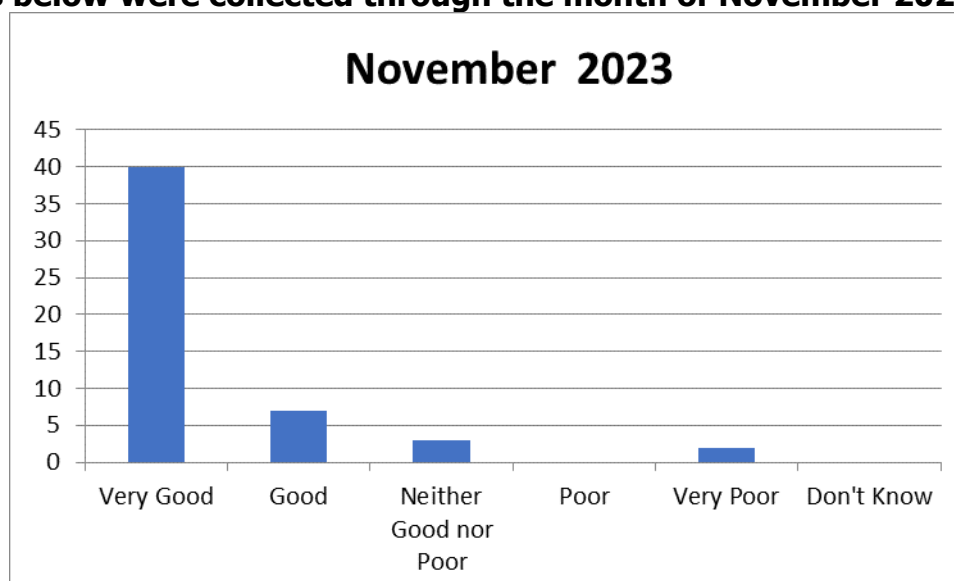


Friends and Family November – Results

The figures below were collected through the month of November 2023 in surgery.



These are some of the comments we received

| | |
|------------------------------|-----------|
| Very Good | 40 |
| Good | 7 |
| Neither Good nor Poor | 3 |
| Poor | 0 |
| Very Poor | 2 |
| Don't know | 0 |
| Total comments | 52 |

Comments: Because the staff & medical practitioners are excellent and I cant praise them enough.

Comments: Excellent all round service, treatment, kind and caring staff

Comments: Had to wait 45 mins

Comments: Had to book another app at desk took half an hour. Not enough receptionists. One at first took ages to see to all then another appeared was a long time especially when one finds it hard to stand.

Comments: I had two appointments but the Nurse I saw said she would do the blood tests to save me coming back which I thought was very kind. She also liaised with Dr Ali who also came to see me. You can't get better service than that.

Comments: It is always easy to get the help I need even if I do have to speak to a few people beforehand. The staff are always helpful and knowledgeable. They are very organised and seem to make my life easier now days. Glad they have the process figured out how to best help patients.

Comments: Asked for an appointment to see the nurse for a dressing and received one within 24 hours.

Comments: The consultation was good. Did not took a lot of time.