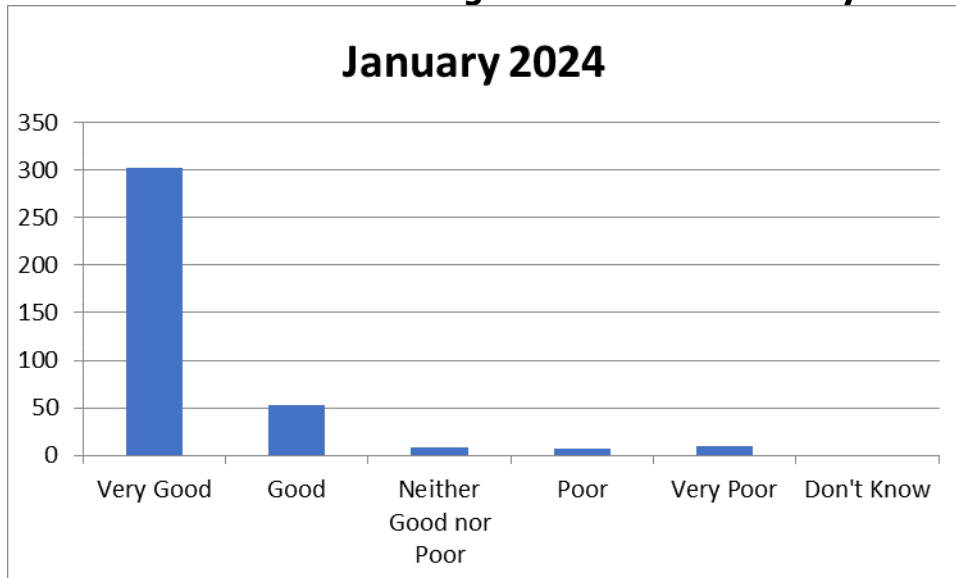


Friends and Family January – Results

The figures below were collected through the month of January 2024 in surgery.



These are some of the comments we received

Very Good	303
Good	53
Neither Good nor Poor	8
Poor	7
Very Poor	9
Don't know	0
Total comments	380

Comments: Staff always welcoming and helpful. The nurses and the HCAs are brilliant and friendly

Comments: impossible to get an appointment.

Comments: Couldn't find fault with the visit.

Comments: Provided me with an appointment the same day, with a member of staff appropriate to my expectations. The examination, treatment and medication were spot on. One very satisfied person, thanks.

Comments: The doctor was very thorough and professional. She was only slightly late but that is acceptable. She arranged a follow up call for during my lunch hour as I'm a teacher.

Comments: Absolutely terrible service. Went due to a very irritating itch on my head a neck to be fobbed off with steroid cream and shampoo (which isn't available anywhere) to find out an hour after my appointment when I got home that I actually had headlice after been told I didn't have them by the doctor.

Comments: I went to doctors surgery at around 815 asked to see a doctor .they said No need to speak to someone over the phone first but I said cos of condition they want to see him when I got phone had come down to see a doctor and waited over 1 hour to see a doctor got antibiotics eventually.