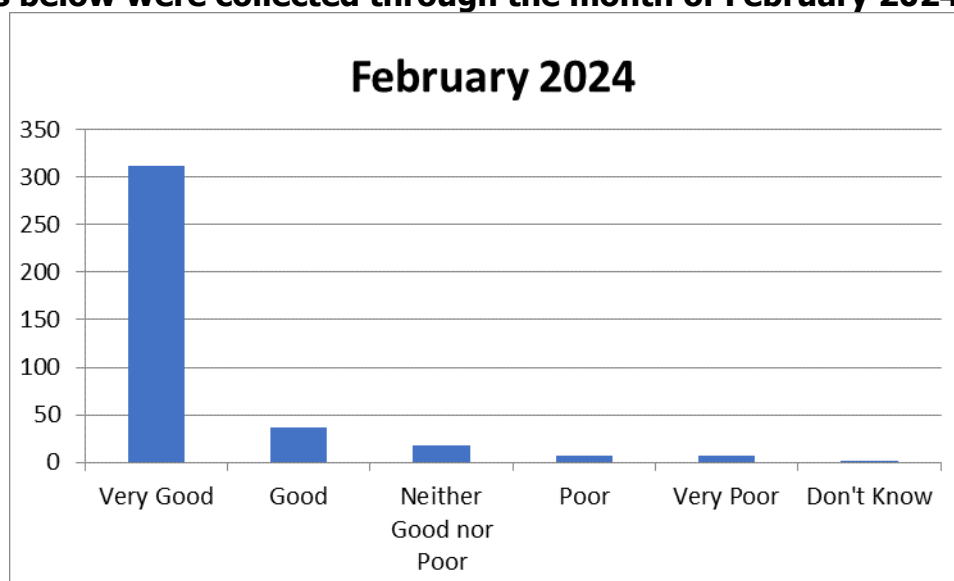


Friends and Family February 2024 – Results

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



These are some of the comments we received

Very Good	312
Good	36
Neither Good nor Poor	18
Poor	7
Very Poor	7
Don't know	2
Total comments	376

Comments: Pleased that I got through to a receptionist and get an appointment quickly. Receptionist was very friendly and reassuring.

Comments: Appointment on time and staff efficient, friendly, and professional.

Comments: I understand delivering 'difficult' diagnosis can be hard, but it was delivered in a way that made me feel uncomfortable and embarrassed. It was news that I did not expect which came as a shock and believe that was not taken into account.

Comments: Holly was very knowledgeable and put me at ease

Comments: Attempted to get an appointment for 2 weeks. When I eventually did my symptoms were much worse. Disgraceful and disappointing coming from a surgery I always had utmost respect.

Comments: Trying to get an appointment is very difficult. Have to have time to continuously call at 08:00. Not always possible! Once booked. However, seeing Doctor Dales was good. She was able to put my mind at ease.

Comments: Laura was very thorough. She gave good explanations (better than the service I got in A and E) and answered my questions. She was very reassuring, explaining my symptoms and why they were happening.