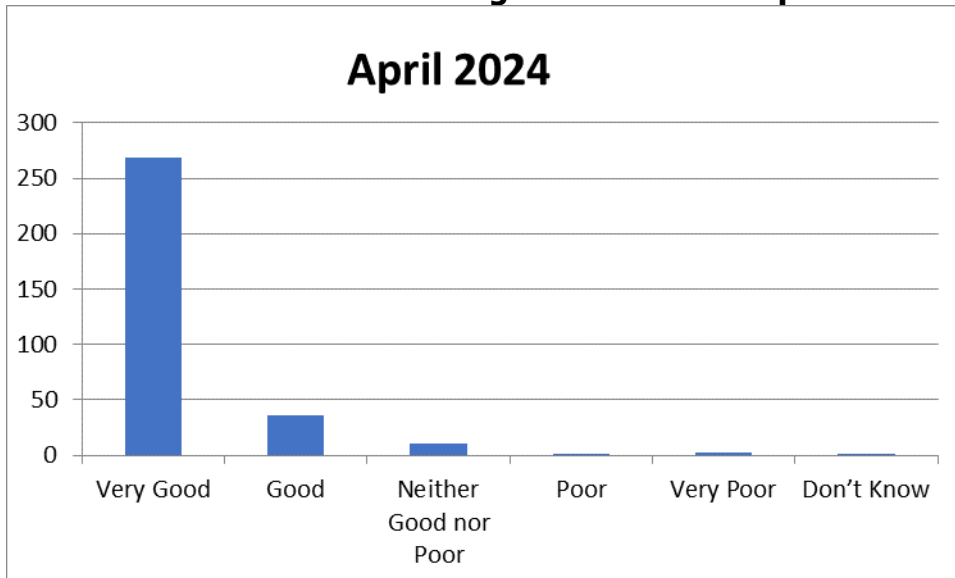


## Friends and Family April 2024 – Results

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



### These are some of the comments we received

<b>Very Good</b>	<b>268</b>
<b>Good</b>	<b>36</b>
<b>Neither Good nor Poor</b>	<b>10</b>
<b>Poor</b>	<b>1</b>
<b>Very Poor</b>	<b>3</b>
<b>Don't know</b>	<b>1</b>
<b>Total comments</b>	<b>319</b>

**Comments:** Staff at the surgery were as pleasant and polite as always and the nurse was very helpful.

**Comments:** It took 4 weeks to get an appointment using the app

**Comments:** Dr Bowns takes time to listen and consult with his patients. His style and patient approach is extremely collaborative and he ensures you fully understand your treatment options.

**Comments:** I felt listened too and plenty of options and advice was given.

**Comments:** Call back was quick and I was booked in the same day to see a Dr who listened to me and understood I need to be referred back.

**Comments:** The ANP lady I saw was very efficient , knowledgeable and easy to talk to. She listened and put me at ease. I was completely happy with my experience.

**Comment:** The professional I saw was really understanding and listened to what I was saying and took appropriate action. She was very caring, very good at her job.

**Comments:** Nurse made me feel at ease, although she was suffering with a cold she was fabulous and was a positive experience. Went above and beyond to make me feel comfortable.