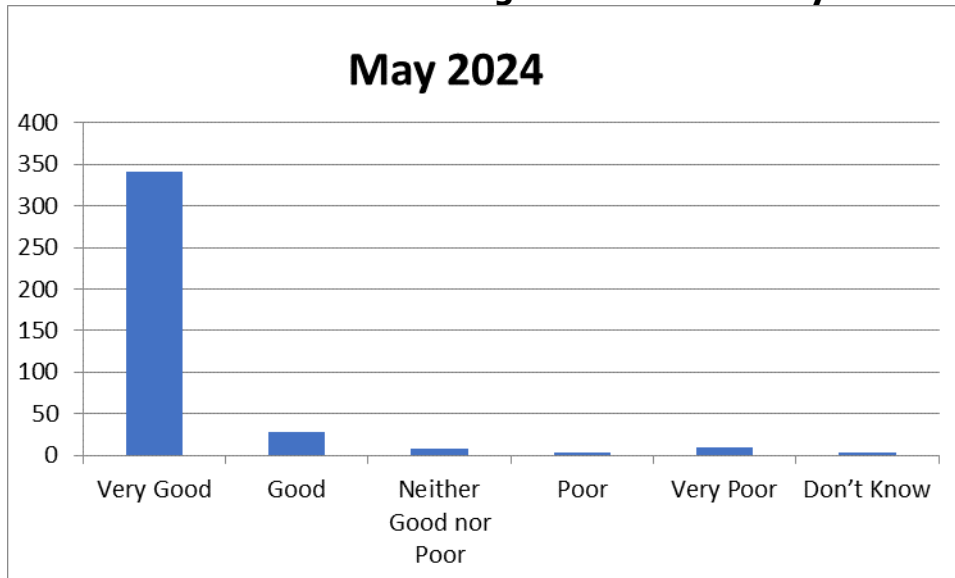


## Friends and Family May 2024 – Results

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



### These are some of the comments we received

<b>Very Good</b>	<b>341</b>
<b>Good</b>	<b>28</b>
<b>Neither Good nor Poor</b>	<b>8</b>
<b>Poor</b>	<b>4</b>
<b>Very Poor</b>	<b>10</b>
<b>Don't know</b>	<b>4</b>
<b>Total comments</b>	<b>395</b>

**Comments:** Polite and friendly staff. Seen on time. Practice is clean and welcoming. Reception staff were attentive when I asked a question on leaving. Other customers were treated courteously while I was waiting to be seen.

**Comments:** Don't care, fob you off to get rid of you. Absolutely no one in practice when you go. Its 2024 surely you have a better way of making appointments than absolutely everyone phoning at 8am to not get an appointment.

**Comments:** Seen 25 minutes late - I understand some people may demand longer time but if I turned up late I would not be seen - this made us late for a further appointment somewhere else

**Comments:** From receptionist to doctor felt very comfortable. Listened to and informed.

**Comments:** Dr Baig is very caring and understanding.

**Comments:** Was straightforward from booking appt online, followed quickly by telephone call to then seeing nurse at surgery. All went well and on time.

**Comment:** Consultation was excellent. Getting a consultation over phone or through patient access was impossible. Had to visit surgery in person at 8am to book appointment.