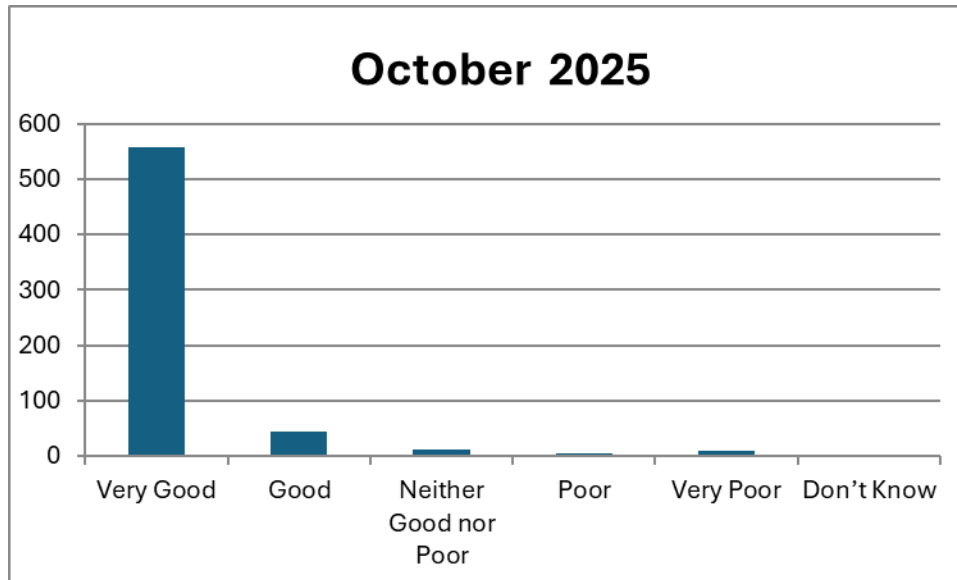


Friends and Family October 2025– Results

The figures below were collected through the month of October 2025 in surgery.



These are some of the comments we received.

Very Good	557
Good	44
Neither Good nor Poor	13
Poor	6
Very Poor	9
Don't know	3
Total comments	632

Comments: Appointment was cancelled but not informed

Comments: The appointment went well, we're not kept waiting and even, I think, we were seen early. Staff very friendly

Comments: From reception to the doctor everyone was very good they listened and were very helpful and didn't rush you

Comments: Never got to see the doctor as I had to leave after waiting over a hour . When checked in it states running 1 minute late but this wasn't the case

Comments: Appointment system ridiculous . After being 5th in queue at exactly 8am was told I would receive a triage call back which took over 3 hours. In this time I actually went to the surgery to see if I'd been forgotten to be told you'll have to wait for a call she's busy!

Comments: The staff are always friendly but efficient and always ready for a bit of banter even when as busy as they usually are. I have absolutely no complaints at all

Comments: Surgery clean and warm staff helpful at all time.