

Friends and Family Comments

January

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Positive comments

'Always treated with respect.'

'Nice staff.'

'Staff and doctors great.'

'Friendly and quick.'

'The nurses are fabulous.'

'...I like the doctors.'

'Great reception...'

'High standards of care a facilities.'

'Very good service.'

'Have always received excellent service and advice, very easy to book appointments, timings fit in with work and online option is important.'

'Generally satisfied with service and treatment provided.'

'Always manage to get an appointment when needed and never really experienced any problems.'

'...the team are very helpful and very friendly.'

'Doctors listen to me and are generally helpful. Reception staff are friendly and, for the most part, remember my name.'

Areas for development

'I don't see any great differences between local practices. There are difficulties in getting an appointment no matter which practice is used.'

'Sometimes it's hard to see your doctor. Waiting times could be better.'

'Good practice but sometimes really difficult to get an appointment in a reasonable time frame.'

'It is apparently not possible to have a joint appointment (with my wife).'