

Total count of Friends and Family Test feedback November

95 total received

**Very poor 1 (1%) Poor 2 (2%) Neither good nor bad 8 (8%) Very good 55 (58%) Good 24 (25%) Don't know 5 (5%)**

date	recommend_gp	recommend_gp_comment
01/11/202	3	Good
01/11/202	3	"Don't know"
01/11/202	3	I very clearly stated I was asking for advice for my 8 year old daughter and gave her date of birth. I was sent a reply saying use patchâ€
01/11/202	3	Very good
01/11/202	3	patches really helps
01/11/202	3	Good
02/11/202	3	Good
02/11/202	3	Very good
02/11/202	3	Very good
03/11/202	3	Very good
05/11/202	3	Always provide a very good service and the staff and doctors are always very friendly and helpful
05/11/202	3	Very good
05/11/202	3	Able to submit order repeat medication
05/11/202	3	Very good
05/11/202	3	Good
06/11/202	3	attentive
06/11/202	3	Very good
		The reception team has always been very responsive and helpful

06/11/202	3	Very good	
06/11/202	3	Very good	
06/11/202	3	Very good	Great practice always get a great service
06/11/202	3	Good	
06/11/202	3	Very good	
06/11/202	3	Very good	"Courteous , prompt and listening."
06/11/202	3	Very good	"I feel like they care about my health even if they don't hear from me as they are contacting me regularly to check on my wellbeing"
06/11/202	3	Very poor	Iâ€™ve had to log into 3 different app when all I wanted was to make a GP appointment
06/11/202	3	Neither good nor poor	"Didn't deal with practice other than to submit a request."
06/11/202	3	Very good	
07/11/202	3	Very good	Prompt response
07/11/202	3	Good	
07/11/202	3	Very good	"Very good GP Surgery. All Doctors, Nurses and the staff are very helpful."
07/11/202	3	Very good	
07/11/202	3	Very good	

08/11/202	3	Very good	
08/11/202	3	Very good	
09/11/202	3	Very good	"I think the GP's and Admin/Reception Staff are everything you could ask for from a GP Practice."
09/11/202	3	Good	Dr Sharma is amazing
09/11/202	3	Good	Good Gp service
10/11/202	3	Very good	
10/11/202	3	Very good	Great receptionists
10/11/202	3	Very good	Friendly helpful receptionist who gave good advice.
11/11/202	3	Neither good nor poor	
12/11/202	3	Neither good nor poor	
13/11/202	3	poor	there was no interaction with the surgery as repeat prescription requested online via patches
13/11/202	3	Very good	
13/11/202	3	Neither good nor poor	
13/11/202	3	poor	Found it hard to egiotate the patches app
13/11/202	3	Very good	"Quick and easy, very helpful"
14/11/202	3	Very good	"I have been a patient with this practice for a very long time after being diagnosed with MS, they have taken care of me from is onset a
14/11/202	3	Very good	
14/11/202	3	"Don't know"	"Interaction is easy, simple, very straight forward"

14/11/202	3	Good	
16/11/202	3	Very good	I am happy with the service I receive and the staff are friendly and helpful.
16/11/202	3	Very good	
16/11/202	3	Good	Not relevant as I did not contact the practice
16/11/202	3	Good	
16/11/202	3	Very good	
17/11/202	3	Good	I did not connect with anyone/thing other than patches which wastes all lot of time filling in inappropriate questions
17/11/202	3	Very good	
17/11/202	3	"Don't know"	Yet to see the GP but patches had been good
17/11/202	3	Good	
19/11/202	3	Very good	Excellent customer service always beyond the expectations
20/11/202	3	Neither good nor poor	I have requested the medication which has worked for me prescribed by a dermatologist a few months ago. I have tried loads of different failed me and prescribed something completely different.
20/11/202	3	Very good	
20/11/202	3	Very good	Quick and easy
20/11/202	3	Very good	Very good
20/11/202	3	Good	

20/11/202	3	Good	
21/11/202	3	Very good	
22/11/202	3	Very good	All are amazing
22/11/202	3	Poor	"Advised to send an email for repeat prescription, send email no reply. And not send to pharmacy "
22/11/202	3	Very good	
22/11/202	3	Very good	
22/11/202	3	Very good	
22/11/202	3	Very good	
23/11/202	3	"Don't know"	They open the same hours as I work. When I go there to see my own GP I am stressed and feel unwelcome.
23/11/202	3	Good	Easy for me to contact the surgery
23/11/202	3	Very good	
23/11/202	3	Very good	Always helpful.
24/11/202	3	Good	
24/11/202	3	Neither good nor poor	
25/11/202	3	Good	
25/11/202	3	Very good	Each time I've had any worry's or concerns about myself or my children's health issues I always have been able feel I reassur
26/11/202	3	Very good	Easy to use

26/11/202	3	Very good	Always very helpful and friendly
27/11/202	3	Very good	
27/11/202	3	Very good	
28/11/202	3	Good	Most of the Drs and reception are very helpful
28/11/202	3	Very good	
28/11/202	3	Good	Good response times and helpful staff
28/11/202	3	Very good	Always found them to be very efficient and professional.
28/11/202	3	Very good	
29/11/202	3	"Don't know"	dont know because i havent had a reply for the surgery
29/11/202	3	Good	I like the online option
29/11/202	3	Poor	"Because I asked for help regarding a mental health problem, which was a struggle a year ago and I was given an phone appointment
29/11/202	3	Neither good nor poor	Too early for response yet.
29/11/202	3	Very good	Did all I needed
29/11/202	3	Very good	
29/11/202	3	Good	
29/11/202	3	Good	

29/11/202	Neither good nor	
3	poor	The doctors are very good but the reception staff is very rude and unhelpful and don't give proper information
29/11/202		
3	Good	Efficient and straightforward
30/11/202		
3	Very good	
30/11/202		
3	Very good	