

## FRIENDS AND FAMILY FEEDBACK DECEMBER 2024

We had 184 responses of which 145 said our service was very good, 18 said it was good, 6 said neither good nor poor and 5 said it was poor.

- You are all always there to help thank you
- Clean and tidy waiting room.
- Toilets - clean
- Dr Bouzyk very helpfully completed a referral form for me - thank you
- Easy to book appointment. Dr Bouzyk was very thorough in his examination and consultation. I felt at ease and satisfied with his diagnosis.
- Naomi removed the dressing and examined my wound after surgery. I was very pleased with her work.
- My consultation was unhurried and the Doctor was very patient and understanding. The appointment time was adhered to and the front of reception staff lovely to deal with.
- Juliet always is so caring ,listens and understands,a wealth of knowledge in medicine
- Wonderful doctor
- Karen the nurse we saw was lovely. Always greets us with a friendly smile and pays an interest in us as a family. She's a lovely lady
- Very friendly helpful reception ( especially Dianne) . Dr Mercer is very kind and patient, and thorough.
- As usual excellent level of service.
- Phoned to ask if I could see dr mercer for my arthritis pain on my ring finger and also to get a referral but had to wait for 2 weeks to see him. Just can't understand the reason behind it.
- "Easy to make appointment and seen on time.
- Very well run
- Every member of staff at this clinic are the best and very friendly.
- Helpful, friendly, efficient, always on the ball. Thank you
- Amazing staff
- Felt the administration was of more importance than my health!
- Everyone at the surgery is always most pleasant, friendly and efficient.
- Compassionate people and a lovely practice that understood my medical requirements
- Didn't wait long & friendly staff
- This is the best GP practice that I have ever been to. All the staff are wonderful and the care provided exemplary.
- My condition was explained to me, was given some booklets to read ,what help there is help me manage my condition
- Amazing practice, kind staff.
- Appt same day, appt on time, prescription available on site after the appointment
- Short wait and good advice

- Dr Mercer is excellent, thorough and caring.
- Doctor was friendly, helpful and thorough. Pharmacy as also very helpful.
- Reception always friendly and helpful. Nurses efficient and timely. Sometimes difficult to see a GP but that's infrequent.
- Hour and a half late for appointment. Over a month wait for blood test
- Reception staff always efficient and friendly. Nurses kind and timely. Sometimes difficult to see a GP but good if urgent.
- "Very friendly, warm, welcoming staff.
- "Terrible wait time - but that's the government's fault and higher ups for how the manage the NHS. As far as the surgery is concerned everyone did there best to help manage me and my daughter, were very apologetic, and doctor mercer was wonderful (as always) when we saw him. Reception safe and doc mercer all went out of there way above and beyond in our visit today.
- It's just terrible it's all so over stretched so under funded. Our wait time was around a hour & half. But that wasn't anyone in the surgery's fault. "
- Efficient book in. Short wait. Nurse Naomi was very respectful and fully explained all
- Surgery is top notch always
- Can never see a doctor
- Wonderfully personal service. It is so important to be recognised and be remembered, even when not seeing people for a year.
- A Great Caring Service.
- Got an appointment booked in a decent amount of time but 40+ minutes for the appointment without any update or apology was highly disappointing.
- Because I saw a very kind, warm and friendly nurse called Naomi. I don't like injections, but she put me at ease. Also the receptionist was friendly and nice. So it was altogether a pleasant visit,
- Staff are always friendly and helpful. Surgery is clean and quiet. Appointment was on time and didn't have to wait long.
- Very pleased with the service we get
- It's not happened before but this time there were no appointments on the day I called , despite ringing at 8.30. I had to call again the next day and I think only just managed to get an appointment then (last one available). As a carer for 3 disabled children it makes caring very difficult , I don't have the flexibility to go to urgent care or calling 111 and waiting 6 hours for a call back. I just want to be able to do my job without the worry of not being able to see a doctor it causes great anxiety in me and my husband when we have to spend a couple of days worrying.
- Friendly, professional, caring and some of the best GP services I have ever had. Very very impressed thank you for everything.
- Helpful team and took my symptoms seriously but difficult to book an appointment and impossible to book a follow-up appointment, even though doctor requested it.
- Excellent service and very friendly staff. Also, the first time I have ever had a blood test when I didn't even feel the needle go in and didn't have any bruising (as I am in rivaroxaban, I usually bruise very easily)

- The Doctor listened me ,and I was satisfied with his examination, thank you.
- Excellent dr, short waiting time. Very kind surgery. Very short time due prescription. Everyone is so kind.
- There was a minimal wait for the appointment. On the day the surgery was on time and the nurse was both friendly and efficient.
- "Everyone at the surgery is friendly, the doctor whom I saw listened and understood my concerns and arranged for them to be investigated.
- I know I'm not alone in having confidence in the practice!!"
- Very friendly staff, took their time to explain everything and to listen.
- The nurse was extremely efficient, helpful and kind when I had my recent blood test. A lovely lady!
- The usual excellent care from Naomi.
- Di and Julie super as always
- Got an appointment on Christmas Eve! Ladies in office were lovely and doctor very thorough
- "I was feeling very unwell when I called the surgery. The reception team were very kind to me and gave me an appointment the same day.
- The doctor listened to my description of symptoms and after examination gave me a diagnosis he was kind and very professional. I was able to pick up medicine from the surgery before leaving the practice.
- I feel very privileged that we have such an excellent practice in our town. Many thanks to all staff."
- The doctor said about 10 words to me and spent the rest of the time tapping on the computer trying to find out how to get me a referral. I felt he wasn't very prepared for my follow up appointment.
- Managed to get seen really quickly over a busy period. Courteous staff and thorough examination of my symptoms and health concerns by doctor easing my mind considerably and seeking to remedy problem and offering follow-up if necessary.
- Di is always the most helpful and caring to everyone. Dr Mercer is very thorough and explains things properly.
- Was good once I'd been referred back by 111 - prior to this could not get an appointment.
- The service from the surgery and their team is outstanding
- "I always feel welcomed when going to this surgery, the receptionist and trained staff (nurses, doctor etc) always create a slick operation, I always feel very comforted.
- Appointments keep getting cancelled
- I can always get through and speak to someone and everyone can't do enough for you. Amazing support

**Thank you for your comments**