

Friends and Family Results 2024-2025

Location	QTR	Very Good	Good	Neigher good nor poor	Poor	Very Poor	Don't know
Website	QTR 1	52	15	2	1	0	0
Sidney House	QTR 1	7	0	0	0	0	0
The Laurels	QTR 1	0	0	0	0	0	0
Totals	QTR 1	59	15	2	1	0	0

Location	QTR	Very Good	Good	Neigher good nor poor	Poor	Very Poor	Don't know
Website	QTR 2	69	33	6	0	2	0
Sidney House	QTR 2	4	0	0	0	0	0
The Laurels	QTR 2	0	0	0	0	0	0
Totals	QTR 2	73	33	6	0	2	0

Location	QTR	Very Good	Good	Neigher good nor poor	Poor	Very Poor	Don't know
Website	QTR 3	125	39	5	5	1	1
Sidney House	QTR 3	1	0	0	0	0	0
The Laurels	QTR 3	0	0	0	0	0	0
Totals	QTR 3	126	39	5	5	1	1

Location	QTR	Very Good	Good	Neither good nor poor	Poor	Very Poor	Don't know
Website	QTR 4	58	27	4	2	0	1
Sidney House	QTR 4	3	0	0	1	0	0
The Laurels	QTR 4	1	0	0	0	0	0
Totals	QTR 4	62	27	4	3	0	1

Comments

The doctor was absolutely fantastic. She asked questions, actively listened to concerns and conducted a thorough examination. She didn't rush the appointment, was very friendly and relatable. It was the perfect experience, you have a wonderful member of staff and all clinical staff should mirror her practice. I've already told friends and family about the positive experience. Furthermore, following a trip and A&E the reception staff were extremely understanding, listened and managed to find an appointment the same day. Thank you so much!

Appointment on time Nurse was informative appointment not rushed;

Have always managed to get a phone consultation and if necessary a follow up appointment. Referrals to hospital have always been quick. I like the telephone consultation as you don't have to take time out to go to the surgery, it's more convenient and saves time for everyone.

No waiting excellent service

I had a blood test booked. I was in and out very quickly. Service was good

Staff and doctors are excellent and professional. Very hard to get appointments which has negative medical impacts.

Appointment on time Nurse was informative appointment not rushed

The nurse was very friendly and reassuring. The appointment was on time. I was able to book an appointment within my desired timeframe.

I was seen on the same day

It was a phone call appointment. The GP listened carefully and made me feel understood, asked important questions and I felt I was heard.

I was seen on time and so had nothing to complain about.

Friendly and professional people. Always kind.

** is absolutely fantastic. I am vry bad with blood draws - I felt nothing - am on top of the world. Thank you Sharon

The best staff + GPs I have ever encountered. Thanks for all your help!

Very friendly. Professional, pleasant experience.

Amazing! The receptionist was absolutely brilliant, friendly, helpful & polite. And * was absolutely lovely as always. Thank you so much!!

Poor: Difficult to get an appointment. We used to be able to book an appointment the evening before on line!

Now we have to come to the surgery at 8.00 am Some of the receptionists are very rude and even obnoxious. Receptionists should wear name badges as the dentist receptionists do. Finally it can take up to 10 days to get a monthly prescription over to Boots What is the purpose of having an assigned doctor? Mine is****I but I never can book an appointment, maybe it is that she is only available on two days a weekS

Poor: Difficult to get through on phone to make GP appointment. Even more difficult on line. Thankfully it's very easy if I go to the surgery and talk F2F with receptionist.

It takes too long for you to answer the phone. I have spent 20-30 minutes hanging on several times. It's often difficult to book an appointment with a particular doctor.