

Friends and Family Results 2025-2026

Location	QTR	Very Good	Good	Neigher good nor poor	Poor	Very Poor	Don't know
Website	QTR 1	70	19	6	0	3	0
Sidney House	QTR 1	1	0	0	0	0	0
The Laurels	QTR 1	0	0	0	0	0	0
Totals	QTR 1	71	19	6	0	3	0

Location	QTR	Very Good	Good	Neigher good nor poor	Poor	Very Poor	Don't know
Website	QTR 2	83	22	5	2	0	0
Sidney House	QTR 2	0	0	0	0	0	0
The Laurels	QTR 2	0	0	0	0	0	0
Totals	QTR 2	83	22	5	2	0	0

Location	QTR	Very Good	Good	Neigher good nor poor	Poor	Very Poor	Don't know
Website	QTR 3	143	61	6	6	5	1
Sidney House	QTR 3	0	0	0	0	0	0
The Laurels	QTR 3	0	0	0	0	0	0
Totals	QTR 3	143	61	6	6	5	1

Location	QTR	Very Good	Good	Neither good nor poor	Poor	Very Poor	Don't know
Website	QTR 4	954	218	44	21	16	3
Sidney House	QTR 4	5	5	0	1	0	0
The Laurels	QTR 4	0	0	0	0	0	0
Totals	QTR 4	959	223	44	22	16	3

Comments

I was pleasantly surprised at the prompt response I received from the online form and to get to see a Doctor said to me that my needs had been addressed and looked into. Dr ** was extremely patient and helpful

My treatment was absolutely spectacular in every way.. both efficient and friendly

Fantastic- reception was great, as they always are. Same day appointment for my 10 year old son, were offered two appointment time to choose from. Your reception staff are warm, compassionate and so helpful. They always try their best accommodate a same day appointment in, especially for children. We saw the lovely paramedic nurse. Sorry, I can't remember her name, she's blond. She's brilliant, great with kids, listens exceptionally well, is caring and very down to earth. She's even called via phone a couple of days after a face to face appointment, to check how my child is. That's going over and above - excellent, genuinely caring and well organised service. Well done to you all.

I needed a prescription as I am a cancer patient and the receptionist arranged for someone to call me to arrange this.

Nice doctor , not kept waiting

It was empty apart from two other patients it was quiet and not crowded full of people I booked in via the screen just inside the door that registered my arrival without errors or any waiting. I didn't go in on time but I wasn't waiting long

Generally I find the service provided to be good, the staff endeavour to assist all they can to help and resolve any issues you may have and, usually, in a pleasant manner.
It takes ages to get through when you do all appointments taken. Can neverbook a emergency appointment must always go through the supid system which does not work.
Once you have an appointment i can not find any fault at all. Its how to get an appointment!

Called promptly at 8am, I was number 30 in the queue, unfortunately no GP appointment available when I reached the end of the queue! Managed to get an appointment with the nurse later at Hatfield peveral.
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Been trying to get hold from doctors and they haven't called me been waiting the last 2 weeks
Some rude staff on reception Hard to get an appointment Seems to have been run into the ground High turnover of some staff
My appointment was running 45 mins late. Went for dressing on arm, but when I switch the nurse, she said you have been sent to the wrong person I have no dressing here, but she did manage to find some dressings elsewhere, and did a satisfactory job.

Excellent response by reception resulting in a quick appointment to see nurse. Who made time to conduct checks and give very helpful advice. All on a day when it was obvious the surgery was busy and under pressure. Thank you all.

The majority of the GPs and staff are extremely helpful, however there are a few that are not. The practitioner I saw on my last visit was very helpful and polite however there was some confusion and later staff I spoke to were extremely patronising, something I would never be to them. Equally a GP I have seen last year at the practise was extremely rude and showed 0 respect or compassion.
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