



Feedback - Friends and Family Test Comments received during July 2015

Very good service

I attended the surgery for an annual blood test etc. At 9.30am Friday 15th May. Saw a lovely nurse - blood pressure very high. Referred to Dr Griffiths, then back to nurse for heart test which I requested, as CHD and strokes are in my family. All within 2.5hrs - very good service - thank you. Good reception - lovely lady

Good service, well organised and helps you find appointment times that fit in with working. Staff are friendly and approachable, which includes receptionists, nurses and doctors

Rather than playlists which are likely to need manual attention, just stick the radio on!

In the last 6 months I have waited at least 20 mins beyond the appointment time on every occasion with the exception of INR blood appointments with Angji Gardner. As I have an ongoing health issue giving up 50 min every time I need an appointment with the surgery is very inconvenient

I can't think of one. The service offers exceptional standard of care

I have always had fantastic support and experiences when attending the practice

Lower waiting times!

This practice is efficient, kind and responsive in my experience. The doctors listen and take patients' views into account.