



## Feedback

### Friends and Family Test

Comments received June – September 2017

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Reception staff are very rude, unhelpful and patronising!

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I rang the surgery to order a repeat prescription, the receptionist informed me that I could order online and set it up for me. However after finishing the phone call I realised that our home internet is down for three days. I rang back and the same receptionist ordered my prescription for me. I can appreciate how busy she was but she was friendly and helpful and at no point did I feel like I was a bother!! Thank you very much :)

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This is an excellent GP practice. The reception team are welcoming and try to accommodate appointments around my timetable. I appreciate the flexibility and friendliness. I have just had a fantastic breathing review with the practice nurse who listened to my

**concerns, educated me about my asthma and developed a management plan with me (including an impromptu flu vaccine – which saves me more time/hassle. Thank you so much**

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**The next available online appointment with my GP is over a month away, that's too long.**

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**The receptionist wasn't very nice to me.**

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## **Feedback**

### **Friends and Family Test**

**Comments received during October to December 2017**

**I have always received excellent care from all in practice. I think people that miss appointments should be fined for wasting appointment time and preventing someone else having appointment .**

Phone message, when calling the Surgery, sounds like an abrupt GP telling the caller off, before even getting an option to press for a department. A bit off-putting when calling when unwell, and feeling very low. This was followed by being told by the Receptionist, (matter-of-factly), that it wasn't possible to see Dr Evans right up until his departure on 20 January - although website says 31 January.

**Excellent appointment for smear today(11/17). Nurse made me feel at ease; explained what she was doing; treated me with dignity. Importantly, she explained that I was there to have a smear at the outset. Unfortunately, this was not done by a previous /different nurse last time. Today's consultation was fantastic, please can you remind staff to check the reason for the appointment with the patient.**

**Nurse Dawn Broadhurst is amazing!! A real asset to  
the Practice; professional, kind and considerate.**

**Thanks**