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| **In April 2025, 20 of our patients participated in the friends and family test. The results are below:**   1. **How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?** | | | | | | |
|  | **Very good** | **Good** | **Neither Good nor Poor** | **Poor** | **Very Poor** | **Don’t know** |
|  | **18** | **1** |  | **1** |  |  |
| **Thinking about your response to this question, what is the main reason why you feel this way?**  Very polite and helpful staff, Excellent service  HCP was professional and respectful.  The doctors I visited in the clinic were very nice and they provided me useful information.  Very professional and reassuring. Thank you  Doctor xxx was extremely thorough in my diagnosis and treatment. All the staff are great.  I recently visited the surgery for ongoing underarm boils and persistent scalp issues that have been troubling me for almost seven months. During the appointment, I asked about having a scalp swab taken, but was told that this service is no longer offered and that a dermatologist referral would be required. When I requested this referral, xxxxx advised she could not arrange it due to limited time — mentioning that she is allocated even less than the usual 15 minutes per patient.  I understand time constraints, but the surgery was very quiet on the day (as also confirmed by the receptionist), and I was in and out of the appointment in under six minutes. This left me feeling rushed and dismissed, particularly as I came with two genuine concerns. The underarm boil was quickly examined and swabbed, which took less than a few minutes — yet my second issue was not addressed at all.  What I found most frustrating was that instead of feeling supported, I now have to book a second appointment with another doctor just to be referred to a dermatologist. This creates additional inconvenience and time pressure for me, as a patient seeking basic support and answers.  Unfortunately, I felt very unheard and not taken seriously during this appointment. My concerns weren’t fully listened to, and there was little effort made to offer any practical support or guidance regarding my scalp condition.  That said, I want to commend the reception staff who were welcoming, kind, and helpful as always — their approach was appreciated.  Staff members were helpful and appointment was on time.  Really helpful consultation with excellent advice. Mr Parvez took an interest in what activities I have planned and gave me health advice based on that which I found really useful and I plan to initiate  We had to wait for 1 hour….you need to update clients if you people are running late  good practice  The doctor was nice and it went overall good  The staffs and the doctors are friendly  Lovely, friendly and caring staff  Because the staff were very friendly and helpful. I appreciate the wonderful service  People how work there are great  Lovely and friendly staff, who are understanding  My appointment was with xxx who is friendly, polite and professional delivering her servcie. Super at giving advice where needed.  Whilst waiting for my appointment I noted Dr xxxx was highly professional in explaining to an irate client the reason his appointment was delayed today. xxx was passionate about the emergency service offered resulted in delay in his appointment time. He reiterated the reasons explaining this very well and was clear. In Addition, xxx directed the admin to then inform rest of the client waiting for their appointments that they are delayed today by 10 minutes.  Great to observe good service delivery.  Dr xxxx was very helpful and reassured me when I had concerns around my toddlers weight, cough and milestone development. She was really friendly and informative. | | | | | | |