

Feedback from February 2016

THE NHS FRIENDS AND FAMILY TEST

You've been giving us feedback on your care and treatment. You told us:

I have used this surgery for 30 years and have had excellent care and attention each time. First class.

Very friendly support and medical staff. Extremely helpful, approachable and efficient.

I have used this practice for 12 years. I love the smiling faces at reception who are always willing to help. The doctors are patient with you even if not your regular doctor. Very prompt attention.

We're listening and this is what we're doing:

Reception not manned and telephone very busy.

Although the desk is always manned, occasionally the receptionist has to leave their post to speak to a doctor or look for a prescription. We are currently looking at the staffing levels in reception.