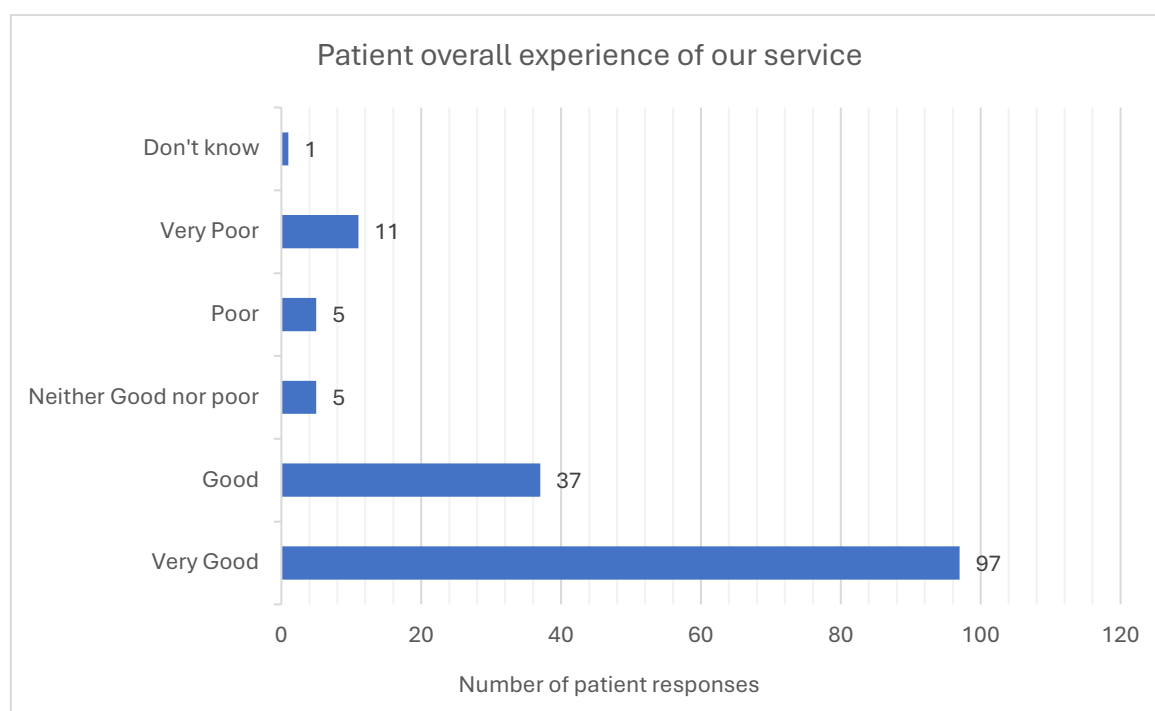


Patient friends and family feedback for February 2025



These responses were collected from the friends and family test results and from feedback forms provided in the surgery and after appointments. All patients receive the friends and family survey via text message after their appointment at the surgery.

Patients told us in February that they felt all our staff are relaxed, friendly and have a caring nature. Patients also said they thought we were good at letting them know the procedures and sending them additional information.

Patients felt our doctors are experienced and our consultations efficient however expressed difficulties in contacting the surgery for an appointment each morning. Some patients felt they would like to be able to book future appointments, perhaps a day or two in advance.

One patient has consented to us sharing their feedback:

'Relaxed, friendly, caring nature of all staff. Thank you so much.'

We recognise that a very small percentage of the feedback we received is not positive. 97 patients felt our service was very good, and only 11 felt our service was very poor. If you would like to raise a concern about the service you may have received at the surgery, you can contact us by phone on 0191 2822890 or contact us by email at west.road@nhs.net. All concerns are investigated, we urge all patients to come forward if they would like to discuss anything further.