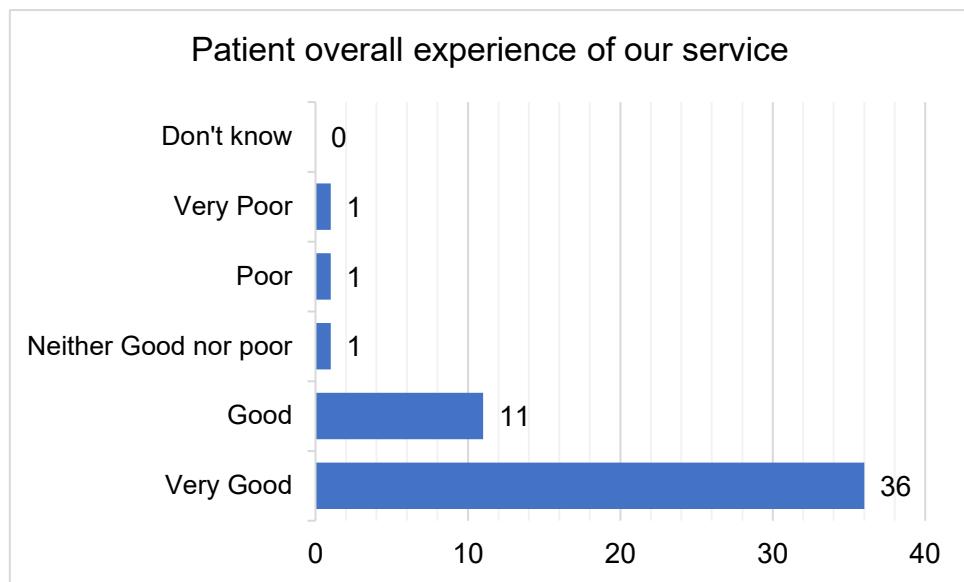


Patient friends and family feedback for December 2025



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.

In December, 36 of our patients felt our service was very good and 11 felt it was good. Only 2 patients felt our service was poor/very poor.

We had positive results about the eConsult system. Patients reported they were either very or fairly satisfied with the service and felt able to see a GP without having to wait on a busy phoneline. They said it was a clear and easy alternative to a face to face appointment, and when they were offered an appointment at the surgery, wait waiting times were less than they had expected. Some patients reported they were satisfied that they were given an appointment straight away when they needed one.