

## August 2025 FFT Results

### August Statistics

These are our figures for the Friends and Family Test:

|                       |    |
|-----------------------|----|
| Very good             | 89 |
| Good                  | 27 |
| Neither good nor poor | 4  |
| Poor                  | 0  |
| Very poor             | 0  |
| Don't know            | 0  |

Here are some of the comments received from patients:

- Pleasant receptionists that do their job very well and don't think they are doctors. All the doctors and nurses are excellent. Love the place
- Never had a problem getting an appointment. Staff have always been friendly and helpful. The GP has been fantastic and really helped and supported me
- Appointment was on time and service was excellent
- The doctor understood my concerns and explained everything to me the appointment was on Time . I have nothing to complain about the service from this surgery
- Taken seriously by GP and ever helpful reception staff
- Everyone is always helpful, friendly and do the best they can for you
- The Surgery is runs very well and nothing is too much trouble
- Friendly and professional staff - everyone at the practice from the receptionist to the nurses and GPs. There can be lengthy wait times to get an appointment outside of 'office hours' (for those in full-time employment) but I appreciate this is symptomatic of the wider state of our healthcare system –

*We operate the Townships 1 PCN Enhanced Access Hub at Crystal Peaks Medical Centre, providing additional out-of-hours appointments for our patients.*

*You can now be seen during the following extended hours:*

- *Monday, Wednesday, and Friday evenings*
- *Saturday mornings*

*These appointments offer greater flexibility for those who may find it difficult to attend during normal practice hours. Please contact our reception team to book or for more information.*