

July 2025 FFT Results

July Statistics

These are our figures for the Friends and Family Test:

Very good	112
Good	23
Neither good nor poor	7
Poor	2
Very poor	1
Don't know	0

Here are some of the comments received from patients:

- Dr Hunter is always professional, attentive, and has always made me feel comfortable with whatever I have needed to discuss. She is a genuine asset to the practice.
- Always get an appointment if needed. Get checked regularly for other medical issues
- Dr Corran was very helpful and knowledgeable. She suggested physio and an X-ray. She gave me good advice and was professional
- Always very satisfied
- Since I came out of hospital my doctor has been there to help me
- We can always get an appointment very quickly, and all staff are very friendly.
- Receptionist extremely helpful to get me an appointment with someone who could help, in my case a nurse who is able to prescribe. Helen the nurse was very thorough with the examination and promised that a prescription would go to the pharmacy later that day, or I would hear from her if different. This was done as promised.
- There needs to be more appointments so the patient can see a practitioner sooner and doesn't have to wait so long -

We recognise that some patients may experience longer waits than desired. However, we are proud to offer an appointment-to-patient ratio that is above the national average.

To help improve access and reduce waiting times, we've recently made several positive changes to our team and services:

- *A new Practice Nurse has joined us, which we anticipate will reduce wait times for nurse appointments.*
- *One of our existing nurses is currently training to become an Advanced Nurse Practitioner (ANP). She is now able to see patients with acute conditions and prescribe medications, helping to ease demand on GP appointments.*
- *We have increased the hours of our Health Care Assistant (HCA) to offer greater availability for essential services.*

- *One of our GPs has taken on an additional weekly session to support both routine and urgent appointment availability.*

We are committed to providing high-quality care and continuously strive to accommodate our patients as best we can. Thank you for your continued support.