

September 2025 FFT Results

September Statistics

These are our figures for the Friends and Family Test:

Very good	160
Good	28
Neither good nor poor	7
Poor	6
Very poor	1
Don't know	0

Here are some of the comments received from patients:

- Very polite and informative.
- Waiting to see a GP have improved
- Great doctors who are professional and the receptionists are really good.
- I had a small op which went a little septic and was so well looked after by the nurses, and the receptionist was so pleasant even though I had to be fitted in to ready a busy schedule.
- Saw Dr Coroon he was friendly and efficient. Having an injection so I was very nervous explained what would happen and why and instantly put me at ease.
- Never had a problem always polite and helpful.
- I was offered an appointment with a GP on the same day and she helped me with my problem
- I am offered both a face to face or telephone appointment when applicable Everyone is friendly who works there
- *Impossible to get an appointment on day you are ill and unable to book appointments on line –*

We offer urgent access appointments every morning, which can be booked by calling us or walking into the surgery. We have availability to book same-day appointments for patients with urgent or new medical concerns. These can include:

- *GP appointments*
- *Advanced Nurse Practitioner (ANP) appointments*
- *Enhanced Access Hub appointments at Crystal Peaks Medical Centre and other surrounding hub sites*

For non-emergency medical issues, you can also use our online triage form, available throughout the day until we reach safe capacity. Once submitted, your request will be reviewed by the GP-on-Call, who will assess the urgency and advise our reception team on the most appropriate next steps.

You can find the online triage form at the top of our website homepage.