

October 2025 FFT Results

October Statistics

These are our figures for the Friends and Family Test:

Very good	59
Good	12
Neither good nor poor	1
Poor	0
Very poor	2
Don't know	0

Here are some of the comments received from patients:

- Always a friendly greeting and very good treatment. Thank you
- Always found the practice to be professional and caring.
- The Doctor was able to see me very quickly, was very professional and friendly.
- Very quick and efficient well organised service.
- Always welcoming reception staff Drs very helpful And compassionate Nothing seem to much Excellent care/treatment
- The doctor fully explained my test results and altered my medication accordingly.
- Overall I find the service to be good however I find the telephone appointment system to be very poor. I had a telephone appointment with the pharmacist at 9.30 however over an hour later he still hadn't called so I called the surgery to be told that telephone appointments are not at the exact time of your appointment and would receive a call some time that morning. This is not good for people who are working as they can make themselves available for the time given but may not be available hours later so I really think this needs to be looked into. Thank you –

We strive to make our Clinical Pharmacist service as accommodating as possible for all patients. This is why, at the time of booking, you may be offered either a face-to-face or telephone appointment.

We apologise that at the time of booking you were not advised by our reception team that a telephone slot in a morning could mean our Clinical Pharmacist could call you at any time during that morning. Similarly, if you booked a telephone slot in the afternoon, you may be contacted at any point during the pharmacist's afternoon session.

Our pharmacist does try to adhere to scheduled telephone appointment times. However, sometimes this is not always possible due to various factors hence why we advise patients at booking a telephone appointment it could be anytime during the session you book into.

If you require a telephone appointment at a set time, our receptionist can mark this on your booking. However, as with face-to-face appointments, clinics can occasionally run behind, or unforeseen circumstances may occur therefore delaying the telephone call.

We apologise that on this occasion you were not informed of this procedure. We will be discussing this with our reception team to re-emphasise the importance of providing patients with accurate information when booking appointments with our Clinical Pharmacist.