

November 2025 FFT Results

November Statistics

These are our figures for the Friends and Family Test:

Very good	82
Good	15
Neither good nor poor	2
Poor	1
Very poor	1
Don't know	0

Here are some of the comments received from patients:

- Always very sympathetic towards cancelling appointments. Always try to fit you in for another when available. Just to mention if you can't make appointments contact surgery to give others an opportunity for appointments.
- Staff and everyone were exceptional
- The staff were very professional
- The receptionists are very helpful and professional. I've never not been able to get an appointment when needed. Most importantly during the appointment I feel heard, and feel like my health is as important to them as much as it is to me.
- Receptionist staff are always very friendly and helpful, the doctors I have seen have been great and I always feel listened to
- Nurse Laura administered my flu injection without any issues. Waiting time was very minimal. Her welcome was extremely pleasant & conversation was maintained throughout.
- Fab docs staff, all amazing and thorough.
- The nurse fitted me in early. Polite and friendly. Would like better access to gp appointments. When phone at 8am normally all appointments gone. The standing outside at 8am is not possible for particularly the elderly. Online appointments usually very few available last time I looked there were none –

We offer appointments online for GP's for patients to book directly into via SystmOne Online and the NHS App. We note these appointments do get filled quite quickly, however you can now submit an online query via our website that a GP will triage and offer you an appointment appropriate for your clinical need. This is not to be used for urgent problems. You can also request routine appointments with our nurses via the

Admin tab of the online request and one of our receptionists will arrange a suitable appointment for you.