

## January 2026 FFT Results

### January Statistics

These are our figures for the Friends and Family Test:

Very good	101
Good	26
Neither good nor poor	0
Poor	2
Very poor	1
Don't know	0

Here are some of the comments received from patients:

- I have recently become a patient at this practice and have nothing but the highest praise for the care I have received both from the doctors and also from the reception staff who are incredibly helpful when dealing with both telephone enquiries and face to face interaction. Well done everyone.
- When i have had to use the surgery the staff are always professional and helpful and appointments on time.
- Crystal peaks medical centre are hands down the best gp practice i have ever accessed. From the receptionists to pharmacists to GPS, they all seem to be 'on your side' and wanting the best for you. I love how they are honest about the pressure practices are under and the way it affects care. The receptionists actually seem to care about whether you live or die which is not something I've ever experienced from other GP receptionists. The GPs are validating and proactive and are legitimately nice people. Absolutely recommend CPMC
- Prompt appointments to deal with issue. I was able to go directly to practice physio rather than having to go through a GP. When clear I needed to see GP, action taken. Results of action given to me by GP who phoned because it was quicker than texting. I appreciated that as results meant further decision which GP could act on immediately.
- I was feeling unwell and was able to get an appointment on the day I requested it. The Doctor was very understanding, bearing in mind my circumstances.