Friends and Family Responses
W/C 01.08.25 – 29.08.25

Very Good	Good	Neither Good, nor poor	Poor	Very poor	Don't Know
					
9	1				

Comments why score was given

- Very friendly approachable and listened to what we had to say
- Thanks to Dr Shall she did everything today.
- Very easy and straight forward
- I arrived on time and went in to see the doctor immediately. **Dr. Subhan** was well-prepared for the consultation, having read the letter I had left at the surgery some time previously when I had requested the consultation. She also was able to explain and reassure me on all the points which I had raised. Very professional, concise and sensitive
- Dr Shall is very professional and helpful
- Receptionist **cheryl** was very helpful as I don't do PATCHS, she took my details and i got an appt straight away for that morning
- The telephone appointment was quickly scheduled, and **Dr Kahan** listened to me and explained clearly her suggestions it was helpful and efficient.
- My Patch's request was dealt with thoughtfully and efficiently on the day

Anything the practice could have done better.

- She was great nice to have someone who was happy
- I was waiting long time for see her because she knows my problem history
- The Patch's website was too easy to mistakenly lose all your content by pressing a wrong link. I had to do it three times.
- Just dealing with practical matters, I had problems with the format for printing the specialist referral letter sent out by the doctor
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Anything that the practice has done to exceed expectations

- The doctor was great reception staff questionable
- Thanks to reception Cheryl she is lovely.
- Got an appointment from GP the same day
- Everything happened very smoothly, efficiently and within the day I made the PATCHS request. That included a telephone consultation with **Dr Shall** and a consultant referral letter.
- The speed of the appointment
- Just dealing with practical matters, I had problems with the format for printing the specialist referral letter sent out by the doctor
- Was very happy with the service I received. Being the older generation and not familiar with technology I was afraid I would have trouble getting an appt. but that wasn't the case.