



Feedback

Friends and Family Test

Comments received during October to December 2017

I have always received excellent care from all in practice. I think people that miss appointments should be fined for wasting appointment time and preventing someone else having appointment .

Phone message, when calling the Surgery, sounds like an abrupt GP telling the caller off, before even getting an option to press for a department. A bit off-putting when calling when unwell, and feeling very low. This was followed by being told by the Receptionist, (matter-of-factly), that it wasn't possible to see Dr Evans right up until his departure on 20 January - although website says 31 January.

Excellent appointment for smear today(11/17). Nurse made me feel at ease; explained what she was doing; treated me with dignity. Importantly, she explained that I was there to have a smear at the outset. Unfortunately, this was not done by a previous /different nurse last time. Today's consultation was fantastic, please can you remind staff to check the reason for the appointment with the patient.

**Nurse Dawn Broadhurst is amazing!! A real asset to
the Practice; professional, kind and considerate.
Thanks**