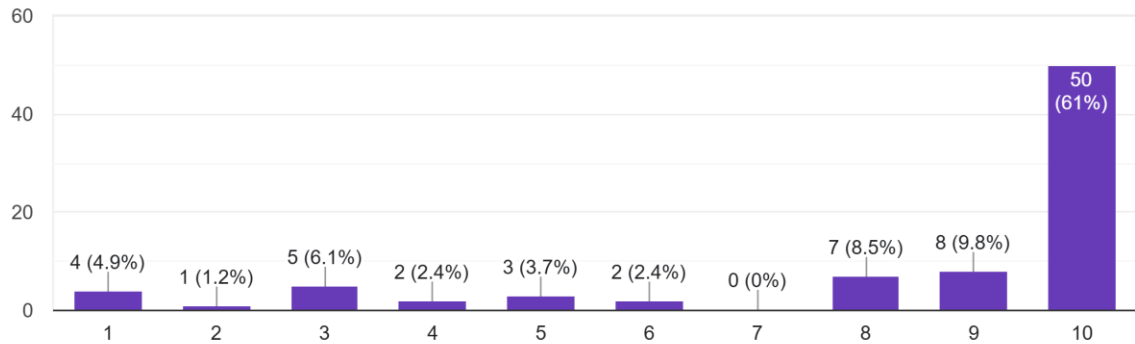


Friends and Family Test Results February 2025

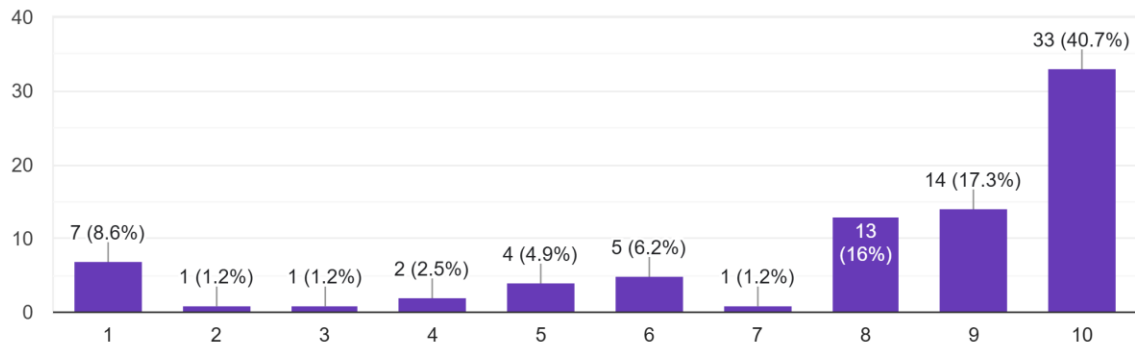
On the scale of 1-10, How much do you agree with the statement: I had an excellent level of involvement in decisions about my care or treatment options

82 responses



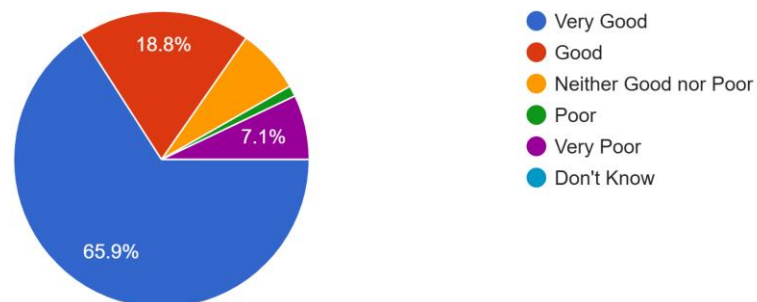
On the scale of 1-10, How much do you agree with the statement: The consultation would enable me to keep healthy much more than before

81 responses



How was your overall experience of our service?

85 responses



What is the reason for your answer?58 responses

- The reception and consultant were amazing
- Good doctors
- I turned up at reception just after 8am to get a GP appointment but the last available appointment for 4:10 was no longer available. However I was able to get a blood test done at the hospital instead of
- Receptionist is very unsympathetic and there are never any appointments available even if you call at 8am on the dot. The hold time is incredibly long and once the phone is answered there's always a very rude young woman who answers as if she cannot be bothered to help. I don't understand how there are no appointments available even if you call first thing. Service is terrible.
- I am happy with my doctor Sharieff
- Consultations are being made harder to get
- The reason being..I was satisfied with the treatment and help I needed
- Suprised to have walked in and got an appointment on the day. Nice reception team and great Doctor
- Appointment
- Dr Kalaf is a great addition to the team. He listens well and given clear instructions.
- Because G.P Doctor Reena Sookun her service was great
- (Asmeret) is help a lot
- I was listened to and everything was explained at a level for me to understand.
- Had a very informative conversation with the practice nurse,she never fails to give me useful tips on how to manage my condition.
- Always polite helpful and try to get things done in a timely manner
- Informative
- Had a wonderful experience
- I was listened to and I received feedback
- I am not happy with the doctor who has been treating me with trainer students not doctors her self even students are don't know how too check blood pressure and doctor didn't listen to me she said patient are waiting for me but i waited for her one hour i think she should ask me do you want to see students.
- Long waiting time and no solving most of my problems
- Theresa has been extremely helpful and accommodating to me when making appointments. Very caring to elderly patients
- Good
- Very poor gp service
- every one have been very supportive
- My baby has eczema and skin allergy but not easy to get appointments
- I was seen promptly and during the consultation everything was explained to me.
- The Doctor put me at ease and answered all my questions
- Asmeret is very kind and understood my position as she took on board my concerns. She called me back on sameday to let me know of an available appointment. Thank you Very much for excellent customer service.
- I am so happy with my Dr Sharieff, she always worries about me and my mother too. She is amazing doctor

- I have been able to consult with the same GP throughout my treatment and this has given me confidence that I have received the best possible help for my problems.
- Because of child care is very nice but adult care is very bad .it is my self experience..
- Whenever I come with a query, Sally has been helpful to my parents and myself
- Service is terrible
- (Jabeen) Very helpful and polite
- Doctor is very professional and caring. V.good GP Dr Shaun
- I have been with this surgery for a very long period and so was my late wife. We both are very grateful for what they have done for us. My wife was a cancer patient and we both believed they did the best one could do.
- Very happy with Nurse K , the way she explains everything and always helpful.
- Dr Sidiqui is amazing every time
- The doctors always listen to my concerns.
- Very prompt responses to my online requests, often by a doctor directly. Unlike the stories one hears about other places, I have always found it very easy to obtain medical advice here.
- The Dr's always pay attention to what you have to say
- Easy to use
- Every time I have visited the practice and have seen Dr Amina, she has always greeted and spoke to me with kindness, respect and so polite. This makes me feel so happy that I can come to the practice and to be made feel comfortable and listened to. She is a blessing to the practice. Thank you!
- The callback by the receptionist was quick. She fixed a telephone appointment for the same day with the Doctor. Dr Amina Shahzad was very patient and made the necessary referrals.
- The GP listened to my symptoms and was really honest about what he would focus on.
- Booked and spoke to Sharona Pharmacist regarding my other's blood pressure. Asmeret always service with a smile+helpful
- My blood pressure was taken and my blood no problems was happy with the service
- The receptionist dealt with the query immediately.
- We were seen on time and Doctor Patel explained everything clearly.
- Because they truly care about you
- Doctor listened to my concerns, made sure I kept update on the test results and the necessary referrals were made to improve my quality of life.
- Dr Ahmad Khalaf
- Good job
- I came in for a blood test - got called in straight away after my arrival. Jabeen was lovely-great at getting my blood from my deep veins and real joy to talk to.
- Apart from having to actually visit the surgery to make the appointment as the phone lines are always busy, I have always found the surgery and it's staff very helpful, friendly and advisable.
- (Jabeen) Really friendly made me feel so comfortable. Really lovely and personable.