

FFT – May 2025 Results

Total Count	71
Very Good	58
Good	8
Neither Good nor Poor	2
Poor	1
Very Poor	2

Please can you tell us why you gave your answer? Please do not include any identifiable information, including your name or specific medical information:	Please tell us about anything that we could have done better. Please do not include any identifiable information, including your name or specific medical information
Appointment was on time, friendly and helped with everything I needed	
Friendly staff	
Everything was excellent, no problems whatsoever.	
Not reacted sufficiently to my issue. I still have consistent pains in my arms she suggested I logged it and talked to my therapist.	Listened. Put together a plan
Relaxed environment	
Helpful staff, appointment exactly on time. Pleasant reception area and good communication throughout.	N/A
	All 🍷
Appointment started on time. The tests and measurements were done efficiently and with pleasant chat.	
Nurse was very kind and helpful	
Confirmed that I was doing what I could to control my COPD and encouraged me to continue	Maybe had a spirometry device, but it would not have been appropriate on this occasion
Seen on time and no rush	Nothing
Friendly and on time	
Sister was very nice and efficient and the appointment was on time	Nothing
The GP was indifferent and so am I.	
I appreciated the individual care I received from the moment I arrived at the front door. The actual procedure was conducted with care and consideration.	Better ventilation particularly a hepa filter or uv lights. N95 masks since research has shown that surgical masks are not as good.
As always I was seen promptly and received excellent care. Staff are always welcoming and friendly.	
Dr Lara Tate was so attentive to my son's concerns going out of her way to make sure he was reassured. She had students with her and she took her time to explain everything	I love having a small personal surgery where you are known and can get appointments quickly keep these surgeries open and many patients will have no complaints
Excellent	Nothing
My care was timely and Perfectly delivered.	Nothing really
I was given the time to say what I needed to. I was listened to. I was given clear answers and explanations. I felt that I had been really "heard" and my difficulties understood.	It was all fine...nothing more needed
On time and professional	
Helpful and on time	
I felt listened to and respected	
I felt listened to and respected	
The appointment was quick and seamless	Nothing
The pharmacist was clearly knowledgeable and cared about the subject matter. She listened to me and gave balanced sensible guidance. I had plenty of time to ask questions. She provided helpful resources	I can't fault the pharmacist or the appointment structure, it was exactly the experience I hope to have with a medical professional.
Very good at listening. medical advice given very clearly so I understood everything. Thorough and not rushed.	None
I didn't have to wait long	
It was fast	
The appointment was on time	
I was seen on time and am being foolooowed up for a new problem	

I was very impressed with the receptionist when I first booked who were very helpful and time to get an appointment was relatively quickly. I continue to be frustrated with the "bedside manner" of the GP. Each time I have ever visited I have always been made to feel like an inconvenience, Seen on same day as my call to surgery

The female GP that we saw almost seems scared of treating children. She didn't really make eye contact with my son or I. I don't feel like she fully investigated my son's illness. After I described specific symptoms to her she seemed to ignore them. And when the appointment was over she Because they always been looking after me very well, and my appointments are always on time. And the reception team are very kind and helpful

Called on time

The GP and nurse were both kind, helpful and reassuring.

Good explanation from the pharmacist on medication options.

Professional friendly and informative

I dont feel i am nuisance when i am not feeling well

Was a phone appointment

Prompt service that was professionally delivered.

Friendly, helpful and professional

Everything was good.

Quick and efficient blood test

I was seen on time, had a thorough examination and left feeling my concerns had been addressed.

On time, courteous, informed.

The team at the practice provide a excellent service kind and caring

Reception staff very helpful, doctor was very professional and listened to me

Service via pre booked telephone conversation. Process was not rushed. Information was constructive and clear. Plan promptly initiated.

Pharmacist phoned within time window. She was knowledgeable and took her time to think and discuss needs with me. Warm professional manner.

It was worth waiting to see Karishma as she told me some things I didn't know about HRT and we talked about different options for my condition

It was a calm environment.

Kind and helpful

Nurse was friendly and explained everything very well

It was clear the explanation how I've to take my medication

Very good reception.

Prompt efficient and friendly

Always friendly & polite

Proactive response

I went regarding a recurring situation and was referred, which was what I wanted.

Reception very customer service approach, greeted with a hello and smile. When I met with the GP they didn't even say hello, just said come in. Seemed to not be bothered at all, no smile, just totally like they couldn't be bothered to be there, disinterested. I felt I wasn't listened to, and felt

A smile. Direct eye contact. A bit of empathy.

Everything was great

Employ a different female GP! This is the 4th or 5th time we have visited the practice. The GP we saw this time always makes me feel uncomfortable and does not put me or my children at ease. I am actually considering moving practice because of it.

Nothing

Nothing all good

No it was good thanks

More staff to take bloods

In person

Nothing

Nothing

All good

All good, nothing to suggest.

N/A

Nothing

Nothing to add.

It would have been great to have seen her sooner

Nothing absolutely fine

I'm very happy with my support & assistance from you all

Nothing

Nothing

: like the GP didn't know what they were doing. I explained I felt a lump and they just checked around my my chest and back and didn't actually pay attention or feel if there was a lump.