

FFT –March 2026 Results

Very good	64
Good	6
Neither good nor poor	2
Poor	1
Grand Total	73

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
Excellent service, information and advice. The practitioner took the time to listen to me.	Nothing. All good. Excellent service.
We love our practice, appointments easy to book, friendly staff, helpful doctors	Please don't close down!
Prompt and on time.	No
Efficient and kind	Nothing
Vaccination received. Swift, kind and helpful.	Nothing specific!
Friendly and informative consultation	
All very smooth. On time. Helpful advice and a plan	
Dr Tate very helpful and caring	Keep the Haven Practice open!
The pharmacist was very informative and helpful.	
Very helpful answer all my questions	
(She was) happy to answer several questions and I didnt feel rushed. Agreed no more statins.	

Excellent service 🙌

The appointment was on time (in fact a little early) and I felt I was given enough time to discuss what we needed to.

Punctual appointment Helpful reception staff Minor procedure carried out with skill and care

Can't think of anything

Appointment was on time, everyone very friendly. Nurse was great with my toddler.

Appointment had been rescheduled 3 times due to issues with fridge. Ideally this would not have happened.

Friendly, understanding, made me as relaxed as possible.

Doctor listened, asked helpful questions, followed up promptly with necessary tests and referral .

On time . Quick

I got what I came for

All good.

Everyone was very helpful and informative.

Good availability, felt listened to

N/a

GP was thorough though not that empathic.

As above

Nurse was thorough , friendly + explained everything well.

Computer not working properly.

Results through on same day of appointment.
Referred to other Health Professional and given adequate time to discuss health issues. Advice given and information/ follow up programme sent by text and email within 30 minutes of appointment.

Nothing I can think of.

it was professionally dealt with

there isn't anything

Prompt access for appointment. Informed and asked -in advance- if comfortable for medical students to be present during appointment. Remain pleased with outcomes of previous and this recent appointment.

Dr did not read notes. Constant unnecessary repetition. Wasting time. Did not focus on issues at hand. Did not answer questions or indeed listen. Completely wasted a whole morning of my time. Very unhappy.

Read notes before patient enters for appointment. Actively listen.

Doctor was very good and explained everything.

She could have done no more

My issues were dealt with efficiently

Nothing

Karishma was so sweet she made me feel less anxious

Nothing at all

Great service

Good feedback

Treated respectfully and professionally

All fine thanks

Nurse very well informed and helpful. Arranged a blood test for me to allay my concerns. Excellent!

N/a

.y questions were answered.

Nothing

Prompt. Did as I wanted and didn't 't keep me waiting too long.

Maybe stick to the approximate appointment time parameter originally agreed at surgery reception. This was a telephone appointment!

I received very good advice

Nothing

I feel very very lucky to have such support from the menopause team. It makes a big difference to feel supported and listened to. Thank you very much

Treated professionally and politely by reception and all medical staff.

Nothing I was accommodated in all aspects .

The person I saw was very helpful and followed up by sending some useful links.

None

No problem requesting the appointment, this was in person as I was attending the practice to order a repeat prescription, and also with my named doctor.

Nothing specific to comment on as no problem accessing the service required and was satisfied with the outcome of this appointment.

I felt the doctor was very thorough, taking the time to make a full examination.

The doctor was not very welcoming. She didn't say very much.

Everything done efficiently and well.

Nothing

Dr was good ,cleared my doubts

Despite the great difficulties the surgery staff were trying to deal with (an IT system failure), they handled themselves and the situation professionally. I was not delayed longer than necessary, and could remain calm knowing all staff were doing all they could for us, the patients.

One patient didn't comprehend the surgery's difficulties. Perhaps a future notice briefly highlighting... 'In the Event of System [Crashes]... Patients are kindly informed that.... [we may not be able to contact you...].

You get the jist of this, I'm sure. The patient was unnecessarily off with the reception staff as they'd not been prior informed, etc. etc. Perhaps, each day, an old fashioned printout of names, times & contact details (if the surgery doesn't already do this?) as backup.

It's always good. Friendly professional and efficient

The nurse was excellent in all respects. Unfortunately, the receptionist was the reverse. She was abrupt to the point of being rude. The stereotypical style.

Give your receptionists some training in interpersonal skills.

I was seen almost on time and received the treatment I needed.

Because it was competent enough but with zero bedside manner or interest in exploring the problem beyond a tick box for one avenue when this might not be what the problem is

Appear to care; listen in case it's something different from the avenue being pursued; let me know that only a few extra details were needed that could've been given over the phone as I was called in for an additional appointment when travelling is difficult for me

If there were an award for Drs, I would put this practice up for an award every time. They are a dedicated team that always have the well-being of their patients at the forefront.	Nothing
Extremely helpful and friendly	Nothing
Prompt. Informative. Unhurried.	
Prompt response	All good
They listen to me, explained clearly what I needed to know and we're more than helpful	I'm not sure. They were extremely helpful to the point that I often tell friends how overwhelmed I was with the service.
I was pleasantly and professionally treated.	
The call came as planned and I was able to discuss my care with the pharmacist	
Everyone at surgery is very helpful	The surgery is always very helpful
Prompt appointment.	
Minor procedure carried out in a friendly and expert manner	Can't think of anything
No waiting time, saw GP immediately.	N/a Have drinking water in reception!
Quick appointment. Carden re surgery. Very caring and friendly doctor - good at listening. Took my problems seriously and referred me to consultant.	

