

# FFT –April 2026 Results

Very good	23
Good	6
Neither good nor poor	2
Poor	1
<b>Grand Total</b>	<b>32</b>

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
A really supportive and very informative telephone call. Caring and professional in its approach. Great service, thanks so much to surgery and really great pharmacist I spoke to. Very impressed.	No, this review went very well.
I was seen quickly and very happy with how I was treated and my issue explained clearly to me.	
I was seen right on the dot of my appointment which was good. Otherwise nothing negative, just the professional and competent GP and staff you would expect.	My appointment only lasted 5 minutes so I didn't have the chance to see anything needing improvement
The GP practice is great, easy to book an appointment with good timings and good reception, but the service from the GP herself is very dismissive, she barely looked at my condition and seemed in a rush to let me leave. I didn't feel every question was attended to and I felt rushed and not listened to, like a nuisance.	
Easy to get an appointment Helpful staff	
	The doctor was extremely unhelpful and didn't pay attention
No problems at all everything was fine .	All good
Seen promptly and treated professionally .Given good advice.	Nothing . Everything was covered.
The staff at reception make you feel at ease	
Seen on time. Efficient.	

Karishma is always so approachable and calm and caring in her approach. I always feel listened to by her.	Nothing
Phone conversation, very easy and helpful nothing	Would change nothing, was perfect
All staff are amazing except the doctors	The doctors are sometimes a bit dismissive. Just a little bit. I know they're busy but it's important i feel like I'm being taken seriously
Excellent service, care and compassion.	Nothing 10/10. Thank you.
Excellent care and diagnosis	
Friendly, helpful and informative	Nothing I can think of
All seemed to go well.	
I didn't have to wait long to see the GP; then doctor was empathic, listened and then clearly explained how they thought we should proceed to investigate my symptoms. A smooth, reassuring and helpful experience.	Nothing!
Called at time quoted	Nothing
Dr gave me time and listened and answered all my questions	
Helpful and clear advice.	It was fine..
Dr feels cold and unsympathetic. Lacks eye contact when you're speaking with her. Dismissive of symptoms.	Take a moment to connect with the patient. Ask them how they are. Be sympathetic. Lighten the mood.
Felt heard, good follow up from tests, with referrals as requested.	
I got the information I needed but warmth and lack of empathy from gp striking.	See above.
Efficient and knowledgeable	Nothing
The doctor was very thorough and dealt with all my concerns. Necessary next steps were taken.	Nothing i am aware of
I love my surgery and the staff	Nothing at all

On time	
Friendly and professional	Nothing
Consistency of care	Nothing