

FFT –July 2026 Results

Very good	41
Good	7
Neither good nor poor	2
Don't know	1
Grand Total	51

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
Friendly staff and appointment was on time	Nothing more thank you
Very prompt appointment. Clear advice. Treated like an intelligent person.	Nothing.
Excellent work and lovely person	
Excellent urgent appt system- GP was approachable and I felt listened to	Zero
GP listened carefully and examined me in detail. The next steps seemed very appropriate.	Long wait (50 minutes after appointment time) to see GP. Understandable. But some way of keeping people informed would be useful. (Role for reception staff??)
Consistency and thorough	Nothing
Friendly engaging knowledgeable compassionate and helpful.	My records should've been updated from previous appt so this clinician has all my up to date information.
Always get good service	No need! Always good
It all went well	It was perfect
My consultation was extremely thorough and informative. It really helped.	No waiting time would be good.

It was good news about not having arthritis in my knee after being told for past 12 years I had it. And also told how to rectify my knee with two simple exercises. Hopefully this will replace all the pain I'm experiencing.	Been seen earlier and told to get xray a few years ago!
Very positive examination.	I am awaiting the next appointment.
Not particularly helpful, and disappointing that the NHS don't offer support with this problem. Doctor was lovely as always.	
I thought I was getting a telephone appointment on 6th 3pm.?	
As always listens and explains and makes me feel reassured	
Karishma is knowledgeable, kind and supportive.	
Quick and efficient	N/a
Excellent communication Always on time Knowledgeable GPs Outstanding service	
Karishma is so knowledgeable, understanding and collaborative, she worked with me positively and encouragingly and made me feel trusted that I know my own body. I'm really going to miss her!	I know it's a struggle to find good staff, but Karishma's expertise with menopause has been so incredibly helpful and I really hope you can find someone else with similar experience
Good service, didn't have to wait long	
Very helpful information	Could not have done better
Prompt and understanding service.	

I felt that I was being given time, time to discuss my health conditions, time to discuss my issues and time to discuss the pros and cons of each medication. Truly a valuable service.	
Good doctor, friendly & helpful staff.	
I was seen immediately, the Lo um doctor was informative and helpful and succinct	No it was perfect .
Very accessible with appointment offered quickly and doctor very helpful	Nothing, all good
Trying to help me	
Appointments always available and staff friendly	Nothing
Seen on time, listened too, and tests were ordered. I was able to stay on site for blood tests.	The nurse had chipped nail varnish, which contravenes most infection prevention guidance. Usually nails must be short, clean and unvarnished.
The dr was very kind and professional. He examined and explained everything very clearly.	
All the different elements worked smoothly and I was able to get the help I needed	
Trudy is patient focused, knowledgeable and shares her plan for my care, rather than tells me.	
Excellent service, lovely staff, reassured and dealt with my worries to the best of their abilities. Many thanks	Nothing
Very helpful and great advice. Next steps very clear. Many thanks.	
Very thorough and clear.	Needed confirmation about who would be responsible for booking further tests.
The nurse was really friendly and informative and made me feel very at ease. I'm very grateful.	

I felt like my symptoms got generalised and the follow up testing has a long wait time. However some what reassuring about health but only slightly	Allocate time before appointment to read online consolation as I did it very thoroughly however it clearly wasn't read as I had to restate it leading to a less clear and more time consuming description.
Thier so lovely there	Nothing
The receptionist was pleasant. The appointment was on time. The doctor listened, then sensitively examined me before giving advice	
Doctor was extremely friendly, professional and efficient. Reception staff Also warm and professional	N/a
Very informative and helpful. Patient and professional	I don't have any recommendations
Very helpful	As always very as usual
Because it's true 🍷 🍷	No need ❤️ ❤️
The receptionist was very helpful and and Doctor Tate was so understanding.	For over thirty years this surgery has served me and my family's health and have always been amazing