

Positive Themes

Friends & Family September 2025

1. **Excellent communication and clarity**
 - Many patients praised doctors and nurses for explaining conditions, treatments, and processes clearly.
 - Words like *“clear,” “thorough,” “explained everything,”* and *“listened carefully”* appeared repeatedly.
 2. **Kindness, compassion, and empathy**
 - Staff described as *“lovely,” “caring,” “reassuring,”* and *“understanding.”*
 - Patients often felt *listened to, supported, and respected.*
 3. **Professionalism and efficiency**
 - Frequent mentions of *on-time appointments, smooth processes, fast service,* and *knowledgeable practitioners.*
 - Reception and admin staff also praised for being *helpful, polite, and efficient.*
 4. **Feeling heard and valued**
 - Many noted being *listened to without judgement* and feeling their concerns *were taken seriously.*
 5. **Positive overall experience**
 - Several comments referred to the practice as *“amazing,” “1st class,” “very good,” “excellent service,”* and *“always helpful.”*
 - Some patients said they *transferred from other practices* and found this one *much better organised and caring.*
 6. **Ease of access and booking**
 - Online booking and quick call-backs were often praised.
 - Patients appreciated *same-day or prompt appointments.*
 7. **Nursing and phlebotomy care**
 - Nurses frequently commended for being *gentle, efficient, and calming.*
 - Blood tests and vaccinations were often described as *quick and painless.*
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Negative Themes

1. **Waiting times and delays**
 - Some frustration about *long waits (20–60 minutes)* after scheduled times.
 - A few comments suggested *lack of communication about delays.*
2. **Appointment availability**
 - A few patients mentioned *difficulty getting GP slots or limited appointment options.*
3. **Technical and administrative issues**
 - Occasional issues with *self check-in screens not working* and *record inaccuracies (missing notes or duplicate vaccination invites).*
4. **Impersonal experiences**
 - A small number felt that the service was *“impersonal”* or *“rushed.”*
 - One mention of discomfort with *AI consultation* rather than human contact.
5. **Minor dissatisfaction**
 - Comments about *waiting to be seen despite early arrival, arm pain after vaccination, or lack of follow-up information.*

Overall Summary

Feedback is overwhelmingly **positive**, with consistent praise for the **kindness, professionalism, and communication skills** of doctors, nurses, and reception staff. Negative feedback is relatively limited and mainly relates to **waiting times, appointment availability, and minor administrative or system issues**.