**Friends and Family Data–July-2025**



**Summary of Patient Comments**

* **“So helpful and really friendly”**
* **“The PA was very thorough and efficient”**
* **“Nurse made me comfortable before bloods taken”**
* **“Great GP, very friendly”**

|  |  |
| --- | --- |
| Total Responses | 150 |
| Very Good | 113 | 76% |
| Good | 28 | 19% |
| Neither good nor poor  | 6 | 4% |
| Poor  | 0 | 0% |
| Very Poor | 1 | 1% |
| Don’t know | 0 | 0% |

Examples of Comments

* *“I have always found the staff to be pleasant, patient and efficient. I visited the surgery today and the booking in system is so easy and quick to use too.”*
* *“Easy to book appointment via phone. Appointment offered promptly. Doctor saw us on time, good consultation- clear communication. Thank you.”*
* *“Within a short time, I received a call back from a very polite professional lady who put me on triage, to which I was then again shortly afterwards called back by a very polite professional young man who gave me an appointment time. You could not ask for more”.*
* *“Automatic check in. Excellent blood test taken. Poor parking”*
* *“My personal experiences have been positive except with the phone service”.*
* *“Took my weeks to get appointment. Wait for doctor was 50 mins. GP Consult was good.”*

The Formby Village Surgery Feedback-

We have introduced a new phone schedule with our staff, that means for the busiest hours of the day, the phones will be attended more staff from all departments. We have started to see a huge improvement in the wait times and call back quality.

We do also encourage the use of the online consultation form via our website to bypass the need for a telephone call. The online consultation is the earliest point of contact opening at 7:30 in the morning.