**Friends and Family Data–October-2024**



**Summary of Patient Comments**

* **“Prompt service, helpful and friendly”**
* **“Quick triage and visit”**
* **“Very nice staff and seen on time”**
* **“Compassionate and professional”**

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| --- | --- |
| Total Responses | 151 |
| Very Good | 121 | 80% |
| Good | 22 | 15% |
| Neither good nor poor  | 2 | 2% |
| Poor  | 3 | 2% |
| Very Poor | 1 | 1% |
| Don’t know | 2 | 1% |

Examples of Comments

* *“Was seen quickly after ringing late morning and appropriately referred to A&E”*
* *“Practice Nurse so thorough in her procedure and explanations. Excellent communicator and highly empathetic”*
* *“Good quality and prompt service. Had confidence in the health professional who took the blood sample. Process and timeframe for analysis, results and future actions explained.”*
* *“The people I spoke to were great but the ability to see a dr or speak to someone quickly is difficult and seems to be getting worse”*
* *“Arrived for joint 3-way appointment but due to misinformation only 2 parts of the appointment had been made. Interactions with GP and practice nurse were positive. Have to attend another day for third part”*
* *“Nearly an hour waits”*

The Formby Village Surgery Feedback-

At the Surgery we offer alternative services to help reduce the time patients are waiting for appointments with the Village Surgery. The 7-Day Service is a great alternative option that specialise in out of hours weekday appointments as well as weekends. They offer a range of appointments from General Health Concerns to the annual reviews.