

FFT – January 2026 Results

Total Count	74
Very Good	57
Good	10
Neither Good nor Poor	4
Poor	2
Very Poor	1
Don't Know	0

Please can you tell us why you gave your answer? Please do not include any identifiable information, including your name or specific medical information:

Very punctual appointment

The health professional I saw was skilled, friendly and supportive

All doctors are really thorough

Gp was patient, listened.

He advised me of what else to look out for and what to do if needed.

Receptionist friendly. Appointment on time. Doctor listened, was respectful, gave appropriate treatment and advice

Dr. Bidwell is very thorough and very kind

Quick appointment at short notice, with a thorough diagnosis followed by a referral.

The Doctor was very understanding of my concerns, and requested a sample for further investigations.

Dr Bidwell is a great doctor

The Doctor responded to all my medical problems

Excellent, friendly service from all the lovely staff. I was seen promptly and didn't feel rushed by Dr Bidwell who gave me very good advice.

I was seen in reasonable time and was satisfied with the appointment.

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

Everything was entirely satisfactory

Nothing at all

Called to make an appointment and got one next day. No complaints.

I cannot think of anything you could have done any better

All positive.

Everything was fine

Very sympathetic team	So sad to have to move surgeries after 40 years
Karishma is a good listener and is very helpful and supportive.	
Friendly and efficient	
Got an appointment next day and saw a great doctor (bidwell)	
All very easy ..no problems	
Efficient and courteous	
I have had various phone appointments and in person appointments with dr Alex Tate, and I've found her very grumpy and almost sighing during appointments, not a comfortable environment and seems uninterested. She's not a bad person I'm sure, but I found it quite uncomfortable.	
Dr bidwell has always been great and very welcoming, kind and understanding.	
Because the Haven gives an incredible service.	Nah...
Friendly reception and clinical staff, appointment on time, procedure carried out professionally. The staff are exceptional at the surgery.	Nothing. 100% satisfied with this surgery
I achieved what I wanted and reception staff were lovely GO lacked social skills	Look at me when talking to me
Cos it was good.	No
No problems .. all easy	All fine
As usual the service was excellent. Whilst I understand the need to combine with another surgery I shall be sad to lose the Haven.	Everything was fine
All fine	All fine
Seen on time, friendly and professional staff. Procedure painless and no issues.	Nothing. Surgery staff are excellent at every appointment
The GP listened to everything I said, examined me thoroughly and together we decided on a course of action.	Nothing
The staff where polite and professional	
I was happy with the service because I was dealt with professionally, simply and with no fuss.	
The Doctor, Nurse and receptionist, all very professional and caring as they always are.	Nothing.

Seen promptly. Knowledgeable and helpful clinician. Receptionist staff pleasant and helpful.

Dr Alex Tate was very thorough and really helpful.

It went well

N/A

I had a really good conversation with Karishma. She had arranged for me to have an ECG and my routine blood tests. She gave me all the results and explained anything I was uncertain of.

I am so impressed with the service I have received from her. I was invited to a medication review 5 months ago. In this I said that I wanted to reduce my medication for HBP. She identified which medication would be the most sensible to stop.

She then proposed a stepped approach to reduce this with monitoring. We have now completed the process successfully and I have been totally reassured that there have been no ill effects.

Nothing.

I was given plenty of time in my telephone pharmacy appointment. I could ask plenty of questions and practical help was given very efficiently

Very efficient fast and helpful. Very impressed

The person I spoke to was very informative

No problems

Relaxed and unhurried

There was virtually no waiting time, the receptionist was very helpful and the nurse friendly and reassuring

I was able to obtain a convenient appointment and all the information I needed at the appointment

The nurse was very efficient and skilled do procedure was very brief.

Nothing to add.

My names Hayley brook, I have only just joined the surgery and have been a couple of times I have been welcomed by really nice reception staff, the drs and nurses are all really lovely aswel so polite and professional

very prompt appointments everything on time

nothing

Friendly, quick, efficient

Speed of reception, quality of service.

I felt very dismissed and not taken seriously especially about such a serious topic. I felt that words were put in my mouth by the doctor regarding how I felt about certain medication and was dismissed from this despite only saying that I was only unsure about it

The Haven Practice is run very efficiently, with all staff friendly and professional from the moment I approach the receptionist through to my appointment time with the Doctor.

As an important independent Doctor's Surgery, I value this practice extremely highly. In all my decades of attending here, I have never had reason to doubt their care & professionalism. I would hope, if they could find things to do better, then they would remedy them in a way that has the least detrimental effect on their staff and patients.

I dont know.

Sad the surgery is moving to bigger premises

Doctor didn't listen, didn't seem interested and dammingly, didn't care.

Listen to your patients when they tell you they're in pain then provide them with some remedy. You know - do your job.

Doctor listened and was caring

Nothing

All good, problem sorted quickly

All good

I was offered an earlier appt. It was just a vaccination. Receptionist friendly & nurse also friendly.

Not really!

The pharmacist gave me clear and helpful advice.

Good service

Everything is good

Doctor did not listen to me. Seemed uninterested and unempathetic. Didn't give me a word of advice and seemed to be trying to hurry me out of the door.

Listen, empathise, make an attempt to understand the problem or give a diagnosis or refer if necessary. Try to avoid coming across as bored or as if your patient is wasting your time.

Easy and quick process to book and be seen by doctor

The nurse was very courteous and did not hurt me with the needle

Nothing

Friendly, professional service

Nothing

Helpful and friendly staff

Thorough check up and felt heard

The appointment was punctual

The Health Care Professional whom I saw was both friendly and skilful and carried out the minor procedure so that I experienced the minimum of discomfort

Can't think of anything

I couldn't get an appointment for 4 days but at least I did get an appointment. Once I got there the GP was very good and I was very thankful

It was very easy to get an appointment when I needed it and it was all very smooth with the info I needed and what was available

On this occasion there wasn't anything that needed improving

Exceptional care

Nothing, practice should receive good practice award, Doctors, reception and nursing care. I shall miss greatly.

