

FFT –February 2026 Results

Total	45
Very good	36
Very poor	3
Good	3
Poor	3

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
Very helpful, thorough & professional service from GP	
Thorough and respectful. Medical students present and all were very nice	
Friendly and professional staff. Easy to get appointments	
Friendly and professional	No
Lovely listening and action from the doctor. The report I wanted was ready to take away . Thank you	Nothing
Friendly helpful positive conversation	Nothing all good
I had a telephone consultation with the surgery menopause specialist which was relaxed and well informed	NA
Because of the welcoming ambience I received from the receptionist n doc	None
Got there early but seen straight away	

I felt well attended to

Can't think of anything

I am writing to raise a formal complaint regarding delays and lack of appropriate medical care.

I have been unwell for more than one month and have contacted NHS services several times. Each time, I was advised that my condition was viral and told to take paracetamol only, despite no improvement in my symptoms.

I had blood tests done, and the results I shared were not normal. Traces of Hepatitis C were identified; however, I have still not received my final or confirmatory test results. This ongoing delay has caused significant stress and concern for my health.

I am worried that due to repeated delays and lack of follow-up, my condition could worsen. If any harm occurs as a result of these delays, I would like clarification on who will be held responsible.

I respectfully request an urgent review of my case, immediate communication of my pending results, and an explanation for the delays.

I look forward to your prompt response.

Very professional and caring

The doctor answers our concerns fully and helpfully

I was given a very prompt appointment

The medical professional whom I saw was reassuring and immediately arranged for the appropriate treatment

Absolutely excellent

I can't think of anything

The team at surgery are very pleasant makes you feel at ease

Kind and helpful

N/A

Was seen on time. Bloods taken swiftly and efficiently by Tanisha.

All fine!

I enjoyed speaking with the first year medical students. In fact it was fun as I teased them a little which I think Dr Tate quite appreciated.

Get those first year's to break out of their shells and get into the questions. Much less awkward for them in particular.

I loved the reception given and doc that attended to my son

Good service

Staff so good

Friendly reception staff. Able to see Doctor quickly.

Nothing to improve on for this visit.

It was a phone consultation with the pharmacist. Routine, I fancy.

All good

Efficient, friendly and right tone of advice

Warm, friendly, professional

N/A

Efficient, professional and friendly (visit to nurse for vaccination)

Listened to my issues and gave me patient responses

I had a successful appointment

None

Went in to see doctor at time booked.
Time to discuss everything I wanted to. Arranged appointments with other health professionals to follow up my concerns.

No - from phoning to book an appointment to seeing the doctor, a quick, efficient experience.

The gp was unhelpful and rude, asking questions that I deemed completely unrelated

40 minute wait time with no expectation set that the doctor was running late or how late.

Explain upfront or ideally in advance that the appointments are running late.

I felt very uncomfortable as the GP was not friendly at all.

Saw me early. Explained my treatment concisely and performed it in a friendly, efficient manner.

The 2 femake doctors I e seen there are shockingly bad in both their attitudes ie not listening, not caring no empathy NOTHING! Also their knowledge of the most basic things seemed non existent I can't fathom how they past any medical exams! The receptionists have more integrity intelligence and empathy every single one of them. My advice is do not bother with the Tate sisters you may as well talk to a cleaner or Google or Ai  what you need

Everything those Tate doctors are shockingly bad they dont listen don't care and know very little about the most basics

The consultation was helpful and my questions were answered.

F2F would be better option, telephone consultations don't work.

Extremely punctual appointment

Minor procedure carried out with great skill

Very friendly and supportive staff

Can't think of anything

Friendly reception staff. Helpful doctor - who fitted me in right away when I was enquiring about an appointment- as he had spare time before an appointment. Very understanding and stress free experience.

The receptionist was very helpful and was prepared to look for information I needed

It was all sorted

Nothing

