

FFT –September 2026 Results

Very good	37
Good	3
Neither good nor poor	3
Poor	4
Very poor	1
Grand Total	48

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
Arrived early, seen early. Receptionist good. Doctor very welcoming and efficient. Good outcome.	Nothing. All really good.
Very thorough and informative.	None
The service is very good.	
Nice people. Doc gave straight answers to my questions reassured me and came up with a treatment	No
I just filled out this form and it timed out. Dr Tate may have had emergency elsewhere on the day as didn't so much as even look me in the eye to discuss the daily pain experiencing. Couldn't get me out of the room quick enough. Barely listened to me I had to repeat myself several times to ensure that she was updating computer. Zero patient care present. Thinking of changing my GP. Don't know why either Dr Tate became GPs as they could not appear to care less unless you're bleeding from the eyeballs.	Listened, looked at the drawing of where experiencing pain on daily basis, and could have taken copy of list of where and how complex pain affecting my daily life.
He explained my results	

Doctor was friendly and helpful	
Rapid response	
Phoned by doctor punctually with good outcome.	
Very professional	The doctor was very thorough so couldn't of done more
	The doctor could have some empathy and interest, beyond sending me a link.
Reception team welcoming and helpful. The doctor did not read the clinical history, did not explore the issues thoroughly, missed key messages during the consultation, and suggested a plan of action without explaining the rationale.	Understand the complaint and patient history, so the patient doesn't have to repeat themselves. Show clinical curiosity and empathy to patients. Explain why a particular course of action is being suggested (or why no action is being recommended).
Easy for appointment and good service	
I was referred to A &E promptly.	Follow up.
Very helpful	Surgery very clean
Staff always courteous and helpful on telephone and on attending surgery. Usually seen on time.	None
I was seen on time and was happy Aug the outcome of the appointment.	Nothing. All good.
I felt really listened to and not at all rushed	
Physiotherapist worked through my injury and worked out the best set of exercise exercises to help recovery	Appointment was late starting, but once started everything was excellent
Quick efficient	
Reasonably quick appointment with GP Professional experience followed by prompt action.	
You don't expect any empathy when you see this GP and comes from a time where the GP's word is final. But to have my mental health brushed off like it was a scab left me speechless.	Roll on the merger.

I have always had incredibly positive experiences before this appointment but my last one was utterly dreadful. I booked an appointment for my mental health. I have never felt so unheard. The bedside manner was dreadful. After explaining my years of trauma, I was simply told to read up on a medication. I did that and decided I wanted the medication, called the reception and they said they would let the doctor know. I then waited three days and heard nothing. I called the reception today to be told I need a follow up appointment, but would never have known if I hadn't have called. Because of this I now have to wait a week and a half to just get the follow up appointment. And I still don't have any medication. As stated previously, this has always been a great surgery but I feel quite let down this time.

Better bedside manner from the doctor.
Letting me know I needed another appointment

The Doctor was cold and aloof, didn't engage with me, didn't offer any suggestions as to what my ailment might be. Totally devoid of any people skills.
The Reception staff however were fabulous

I think the answer I gave above covers this. Perhaps a more friendly and engaging doctor, who could also ask if there's anything else that's troubling me, rather than saying something like "off you go"

Dr advised and referred

Everything fine as usual.

You are doing fine.

I was seen at my appointment time. The nurse was very kind, helpful and knowledgeable.

On time and helpful

The GP was a locum and was AMAZING! Respectful, careful, thorough! Thank you so much

Friendly and helpful people

Polite, friendly and professional.

Nothing.

DR.Treadgold was very approachable...he listened to me and answered all my questions...he was very thorough...and he took the time to explain everything to me in a way that I would understand.

He recommended a possible change of medication, but did not try to force it on me, rather suggested I go home and research it, so that I could make an informed decision.

I really appreciated the way he interacted with me... and in no way tried to hurry me out.

I left the surgery feeling really "heard".

It was all fine

No problem arranging an appointment with the nurse. Seen on time at the surgery.

Can't think of anything

The doctor took time and i didn't feel rushed

n/a

Conversation was interesting, doctor seemed genuinely interested and discussed the issue with me in a way that was helpful.

It. was good to know that the practice was checking that things were ok.

This was a check on prescriptions, so quite straight forward.

I was seen within a few days and the doctor took time to listen to my concerns and referred me to relevant specialists. I felt safe and respected.

Friendly and helpful receptionist. Well informed and reassuring nurse. The whole surgery is highly professional

I was seen exactly on time. The GP had good knowledge of my issue, carried out a thorough investigation. I felt listened to and reassured

Nothing

It's interesting to start off the conversation with 'I'm sorry, we're extremely understaffed due to illness'
From the doctor. My experience was
Call surgery at 9am (ish), get an appointment in the afternoon, same day. I was none the wiser to the situation. I was actually thinking 'what great service'.
Although I was satisfied with the details of my issues, I couldn't help to think that their mind was elsewhere.

Patient care is paramount, of which was kind of received, in a kind of behind the scenes struggle. So it felt like, anything I got (in terms of treatment) was lucky.
There was nothing I said that provoked or suggested this topic of conversation with the doctor.
Maybe keeping it on point with the patient, rather than talking about the issues of the surgery that day?

The appointment itself was ok, although the nurse got Isaac's age wrong (by 1 year). She also asked us why we were late getting his 12 month vaccinations and I explained that the GP surgery had not sent an appointment notification and I had needed to contact the surgery myself to get it booked in.

Ensured correct details and sent notification about the appointment so that we weren't now delayed with his schedule.

Georgie listens and observes very carefully and is thorough and caring. She followed her protocols properly and approached things collaboratively. She assessed me carefully and gave me a provisional diagnosis and has referred me for an MRI

Call was on time and staff offered plenty of important information. N/a

I was seen the day of my call and had time to talk through my symptoms and a plan