FFT – October 2026 Results

Total Count	57
Very Good	46
Good	5
Neither Good nor Poor	2
Poor	1
Very Poor	3
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:	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
My problem that had was dealt with	None
Very helpful and informative conversation	This surgery is great there is nothing to improve upon
New (to this surgery) nurse Rachel very efficient and considerate. No waiting time. All good!	None on this occasion. Really hope she stays at this practice
A very helpful and friendly service	Can't think of anything
Very well explained and thorough check up	
Good response to my enquiry, easy to book. Reasonable punctual I would prefer less delay.	Warn me that it would be one of the more painful after. I have inflammation after three days and have to sleep on the other side as it is slightly painful
The doctor was friendly, knowledgeable and the appointment was on time	Nothing
Really friendly reception staff and TREDGOLD, Natasha was great welcoming and made me feel at ease	Nothing
Excellent advice	
Seen ahead of time...very warm courteous and professional welcome by the reception team and the Doctor himself	Nothing
Very professional service and examination. I felt reassured with the advice given and the next step that were recommended	Nothing could have been done better
Efficient, good advice, good bedside manner as it were!	
The practitioner was polite, clear with the information she gave me and the action I should take. She asked me if I had any questions or anything I needed to be clarified and was clear regarding any follow up	The phone call was outside the 2 hour time slot I had been given which was inconvenient. Keeping to the time slot would have been better.
The doctor listened to me.	
Rachel was very friendly and informative	N/a
I didn’t have to wait long. The staff were friendly and the nurse was kind. Plus she confirmed no further treatment of my wound was needed.	
Seen promptly & very constructive consultation.	
Easy and quick to get an appointment. When we had a confusion over my appointment being by phone / at the surgery the receptionist was really great and arranged for the GP to call me when free. GP was great.	Nothing - was a great service

My appointment had to be cancelled	Have more availability
The attachment doesn’t open properly.	Please resend the fit note.
Got my blood sample easy	None
Very helpful & information. Took time to answer all my questions & concerns.	
Visit was very useful. I was satisfied with the outcomes. And two of my four queries are now resolved. I'm yet to hear about two other ones, which is causing me a bit of anxiety.	Faster information about a skin condition and mental health referral would have helped.
Reception staff and practice nurse were friendly and reassuring.	
During the cervical screening test, I experienced some pain when the nurse rotated the brush to collect the sample. When she removed the brush, I noticed a noticeable amount of blood on the brush head. This was different from my previous screening approximately three years ago at another clinic, when I experienced very little discomfort and did not notice any bleeding. I informed the nurse that I was experiencing pain. She paused briefly and asked me to take deep breaths and relax before continuing. I appreciate that she tried to help me feel more comfortable. However, I felt that this screening was less gentle than my previous experience, and seeing the amount of blood on the brush concerned me.	It would be helpful to explain in advance that some discomfort or light bleeding can sometimes occur. When a patient reports pain, it would be reassuring to pause, acknowledge it, and proceed more slowly and gently. Explaining afterwards what to expect and when to seek further advice would also help patients feel more at ease.
Quick and efficient	Nothing
Nurse was kind, engaging, well informed, put me at my ease and supported me with my health concerns.	
Able to have my questions answered clearly and patiently	
The pharmacist was rude and short tempered	Train staff to listen and not be rude
Personal service.. friendly.. Felt heard.. non judged.. patient..	N/A
The doctor made a very fast diagnosis (one that I expected but hadn't received before this) and referred me for urgent surgery. He also gave me all the information I needed in terms of how to look after myself while I wait for the operation and what sort of thing to expect from it.	Nothing. I couldn't be more satisfied.
Time taken to examine me and action taken.	
The nurse was very friendly and made me feel very comfortable. She was also very helpful in informing me on which vaccinations would be best for my travels as well as providing me with a great website to further inform myself.	
Friendly and efficient understanding of appointment requirements and arranged very quickly.	On the day nothing!

The receptionist was friendly and efficient. The GP was polite, he listened to me, gave clear advice, before signing as witness to my signature of the ADRT document	
The Doctor examined my chest, throat and blood pressure and gave me good advice regarding a personal problem.	Nothing could be better
Receptionist was friendly and polite. Nurse very pleasant and helpful.	
Everyone patient and helpful. They take time with you	
The doctor listened to us, treated my child with empathy and respect and helped us make a practical plan moving forward.	All exactly as it should have been. Thank you very much.
Info that was needed I received all questions answered	Nothing
Professional, empathetic, informative	N/a
I get anxious just going to this place. The doctor dismissed all the troubles and serious mental health issues I have bad been experiencing. Including hallucinations and thinking I was dying which lead to me calling an ambulance. A friend who works in mental health said I qualified for a mental health level 2 but needed referral from my doctor, which she said it's only for people which are schizophrenic and suicidal so not for then proceeded to say ' you've got you're drugs so all is good '. Which made me feel so insignificant...	Get rid of the sisters at that practice read the reviews of that place they all have some relation to what I said above. I hate that gp practice they wasted nearly 2 years of my life battling mental health.
On time, useful guidance	
Excellent and timely attention from the Practice, as always.	
On time , affable, agreed outcome	
The GP was poorly informed about treatment for the menopause and the difference between HRT treatments	Better training in women's health
Asked about health updates in a polite manner	Telephone appointment for me do not really work out I want prefer to have a face to face conversation
The caller was clear in communicating what would happen next and made sure I understood, taking time to listen.	Perhaps more info about what would be a good or bad result?
Polite Timely Helpful Effective	
Phone call was in the time sent through, friendly and informative	
Didn't quite feel like I was being heard	
Waited for about 20 mins, doctor gave clear assessment, left satisfied.	Less waiting
Seen on time. Very capable practitioner gave good clear information. Quick and efficient completing procedure.	