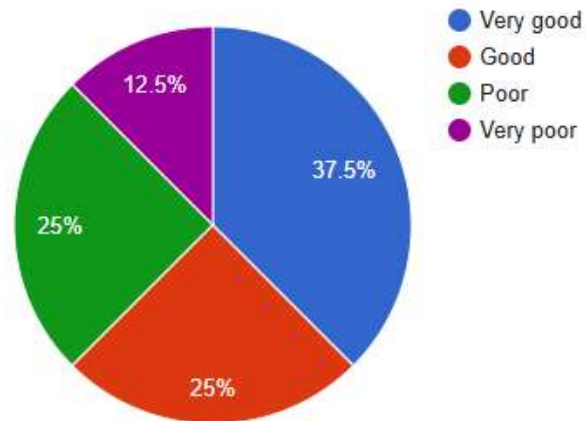


Report on NHS Friends and Family Test - Patient Feedback..

May 2026

Q: Thinking about your recent appointment - how was your experience of our service?



Options	Total
Very good	3
Good	2
Neither good nor poor	0
Poor	2
Very poor	1
Don't know	0

Total responses: 8

NHS Friends and Family Test - Patient Feedback

May 2026

Q: Please tell us about anything that we could do better:

Free text question. There were 4 responses:

2026-05-02 19:38:40

Am not seeing any changes in my previous appointment, I requested for a damatology, but till now I have not had any, and some of the topical cream and medication am not seeing any changes

2026-05-03 10:30:43

Treat patient better and let them know whats going on with there case i have spent the last 7 weeks wondering when thay are going to get me in for a MRI scan but instead of informing me you just left me in severe pain in my back. I rang you up a couple off weeks a go on a friday and this doctor told me she was sorry for happened and she wood sort it as soon as possible but she never did so its been nearly 8 weeks now stillbeing ignored this is totally unacceptable in this day of age i have been with this surgery all my life 70 years and i have never known this bad.

2026-05-12 14:21:22

We saw Dr Malik yesterday in a crisis situation with my son and she was so understanding, supportive and positive. Today, I phoned reception and spoke to a lady who was so helpful regarding an urgent blood sample query. She resolved the problem and rang me back at 3pm just as she said she would. Unfortunately I can't remember her name. Both members of staff gave such a positive impression of the surgery that I felt I had to let you know. Thank you

2026-05-21 10:39:29

I missed appointment by 10mins as I thought it was 3.40 but it was 3.20. Staff just said book another appointment. I've tried to book a new appointment today and I've been taken off the register and when I rang up was told to contact and explain and I'll need to reregister again. There is no email to contact to explain and try to get registered. I'd like to speak to someone about this. My email is darren.murphy29@yahoo.co.uk and hopefully sort this issue out.