May FFT Feedback Summary

Cippenham Surgery · Blood Tests, Nursing & General Appointments

Overall Feedback is

OVERWHELMINGLY POSITIVE

Patients consistently praised the professionalism, kindness, efficiency and responsiveness of our team.

83%

Positive Feedback

Thank you to all our patients!

WHAT PATIENTS LOVED

1. Kindness & Dignity

83%

- Treated with respect
- Staff kind & caring
- Patients felt listened to
- Warm & welcoming

2. Confidence & Trust

88%

- Trusted their doctor
- Professional approach
- Clear advice given
- Felt safe & confident

3. Listened & Timeliness

82%

- Listened to carefully
- Seen on time
- Easy check-in and booking
- Quick responses to concerns

4. Friendly & Supportive Staff

83%

- Staff went above and beyond
- Friendly reception
- Professional & welcoming
- Patients felt valued

5. Overall Experience

83%

- Efficient service start to finish
- Easy appointment process
- Positive smooth experience
- No negative comments

STAFF SHOUT-OUTS

Many patients highlighted these team members for exceptional care:

Dr Nabi

Arranged two nurses for wheelchair patient. Above and beyond.

Reception

Kind, professional and reassuring. Explains everything clearly.

Nurses

Thorough, wonderful and makes patients feel at ease.

All Staff

Efficient, kind and reassuring. Treated patients with respect.

SAMPLE PATIENT COMMENTS

- *"An excellent appointment."*
- *"Great understanding and service."*
- *"Absolutely amazing experience always."*
- *"Staff was friendly and nurse was very nice."*
- *"All staff treated me with kindness and respect."*
- *"Overall felt at ease and relaxed."*
- *"Excellent service."*
- *"Good surgery and good doctor."*

AREAS FOR IMPROVEMENT

1. Appointment Scheduling

Two patients reported incorrectly booked appointments causing significant inconvenience.

2. Staff Communication

Miscommunication between staff regarding patient appointment details and waiting times.

OVERALL SUMMARY

May feedback shows that patients are extremely happy with the care and service they receive at our surgery.

Thank you for your kind words and continued trust in our team.

We will continue to build on our strengths and address areas for improvement.

Thank you!

A huge thank you to our amazing patients and staff.

Together we continue to deliver excellent, compassionate care.