

**Your patient feedback**

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

**Any comments about how this practice could improve its service?**

- You offer a great service in my family and my experience. Thank you.
- Seating is lacking, and feeling a little shabby. Initially couldn't find the reception window.
- An excellent practice.
- No - a very friendly and helpful practice.
- Coffee machine!
- The seating area is very tired. There is no meeting room for health visitor meetings.
- Nurse is excellent. She is so gentle, bloody good.
- None - reception staff were very friendly. Took the time to explain the prescription pre-payment certificate. Thank you.
- Have a dental practice as well.
- Very good as it is.
- How about extending and having a dental practice as well.

**Any comments about how the doctor/nurse could improve?**

- No. All good.
- No, always approachable and ready to listen.
- Listening and understanding a patient when they say they are ill and providing decent treatment, instead of jumping to an answer that does not help, meaning you need to return many times with the same problem.
- None - doctor was very professional and took the time and I didn't feel rushed. All medications given were clearly explained to me. A very professional visit.
- No improvements needed.
- Don't change.