Friends and Family Data – June 2025

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| --- | --- |
| **Total Patchs Responses** | **19** |
| **Total text responses** | **523** |
| **Total paper responses** |  |
| **Total responses** | **542** |
|  |  |
| **Very good** | **475** |
| **Good** | **49** |
| **Neither good nor poor** | **11** |
| **Poor** | **4** |
| **Very poor** | **2** |
| **Don't know** | **0** |

**Summary of Patient Comments**

* **Prompt and proficient service**
* **Efficient and helpful staff**
* **Thorough and informative consultations**
* **Professional and caring clinicians**

**Examples of Comments**

*‘Doctor was very pleasant and listened to me. I was examined and given treatment and everything explained clearly.’*

*‘The nurse I saw was kind, patient, and listened to what I asked her and answered my questions and explained everything. Fantastic staff.’*

*‘Doctors understand how you are feeling, good care and great Practice.’*

*‘The clinician wasn’t able to take blood. I have another appointment in a couple of days.’*

**Ainsdale Medical Centre Feedback: We apologise that the clinician was unable to take your blood on the first attempt. This may have occurred for several reasons, such as not drinking enough water beforehand or having small veins that are difficult to locate. We are pleased that we could offer you another appointment so soon afterwards.**