

Friends and Family Feedback
January 2018

Source	Patient Answer	Patient Comment	Practice Comment
Offline	Extremely Likely	To say thank you to Debbie Yates for her recommended treatment for me which has given me a new lease of life to do gym classes, walk , swim, things that have been difficult for years. The medication she gave me for COPD is the tops.	Thank you for the positive feedback which will be forwarded to Debbie
Offline	Extremely Likely	It takes me a lot to get comfortable with NHS Staff due to my mental health. Dr Sudell is a fantastic GP every time I walk out I feel better because he is genuinely caring	Thank you for the feedback for Dr Sudell
Offline	Extremely Likely	Computer prescription system needs modifying to show when the prescription is able to be picked up. No information informs patients when ready.	Thank you for your feedback which will be looked in to or which the outcome will be communicated to patients in due course
Offline	Extremely Likely	No Comment	Thank You
Offline	Extremely Likely	Brilliant customer service/patient care during appointments and understanding the patient access system. Thank you Tracey at Reception for all your help.	Thank you – for the great comments
Offline	Extremely Likely	First and foremost, all staff are supportive and friendly. Doctors are kind and sensitive, they listen and all in their power to help. The apt slot of 10 mins should be longer and discussing one problem at a time is a bit of a grey area.	Thank you for your feedback – the appointment length will be discussed
Offline	Extremely Likely	Helpful and understanding	Thank You
Offline	Extremely Likely	The receptionist Tracey was so very helpful and assisted in making an appointment for my step son under difficult circumstances. Thank you Tracey	Thank you I am sure Tracey will be delighted with the feedback
Offline	Extremely Likely	I am not sure how I can answer this question as	Thank you for such great feedback

Friends and Family Feedback
January 2018

		Darwen Healthcare is the only option for me as I am aware- Its close to home, can get same day urgent appointments for my 10 year old daughter	
Offline	Extremely Likely	Friendly reception and helpful Doctors are approachable and professional	Thank you for the kind feedback which will be forwarded to the team
Offline	Extremely Likely	Excellent Service	Thank you for the positive feedback
Offline	Extremely Likely	Excellent staff at reception. Helpful in enquiry and appointments	Your feedback will be forwarded to our team
Offline	Extremely Likely	Nurse Louise was fantastic with my 4 year old daughter when giving her the flu spray	Thank you

14 Extremely Likely