



Data Submission

Home

Record Achievement

Friends and Family Test 2023/27 - Achievement Date: 30/11/2025

Last Updated: 01/12/2025 Practice List Size: 9722
Baseline Date: 01/04/2025

Indicators

Indicator ID	Indicator Description	Date Submitted Values	Submitted New Values
FFT001	The number of responses to the FFT question in the response category: "Very good" for the month		143 Management Information
FFT002	The number of responses to the FFT question in the response category: "Good" for the month		26 Management Information
FFT003	The number of responses to the FFT question in the response category: "Neither good nor poor" for the month		2 Management Information
FFT004	The number of responses to the FFT question in the response category: "Poor" for the month		4 Management Information
FFT005	The number of responses to the FFT question in the response category: "Very poor" for the month		0 Management Information
FFT006	The number of responses to the FFT question in the response category: "Don't know" for the month		0 Management Information
FFT007	The number of responses collected through the collection method: "Handwritten" for the month		0 Management Information
FFT008	The number of responses collected through the collection method: "Telephone call" for the month		0 Management Information
FFT009	The number of responses collected through the collection method: "Tablet/kiosk" for the month		0 Management Information

I was very pleased with the way I was treated during my appointment and everything was explained thoroughly and fully understandable.

You could not have done more for me at the time, thank you.

Nurse Caroline was very thorough and listened to all my concerns. Made a plan and booked a follow up appointment.

A very difficult moment was handled with care.

Very good service

The service was exactly what I required & carried out efficiently

Doctor was very patient and explained everything

As always an excellent service from everyone especially Dr Hold

On time and the nurse was very professional

Good service

I was treated very professionally and with care.

Appointment on time. Very thorough investigation and treatment. Thank you.

Prompt and very professional and friendly

Great service

Very pleasant lady plea-botanist. Did two blood tests so we didn't have to do another visit to the surgery.

Dawn & Vicky very professional & caring.

Having an appointment with Dr Green, which I have had many, you always come out, knowing you have seen Good Doctor.

Felt listened too not rushed. Received a caring/professional approach.

Very good friendly appointment

An efficient and friendly service

Appointment on time and dealt with exceptional well

Doctor very caring & listened

I felt that I was given time to explain and was very much listened to.

It was a face to face conversation

GP was understanding and listened

Very helpful staff and doctors

Kay was very good

My appointment was done efficiently & I was given useful information regarding my review details.

Excellent meeting with nurse Caroline

Happy with appointment

Appointment on time, doctor diagnosed my condition and started treatment

Always find Nurse Katie to be very professional & caring

Excellent exchange of views on continuing treatment and around factors that have occurred and may have impacted my condition. Clear consideration of my requirements.

Very thorough came out feeling better than when I went in

Dr Robinson is excellent and he listens and felt heard

Because everything went well

In on time. Dealt with expeditiously!

Able to book an appointment and change it easily over the phone via the call back service. Caroline was friendly, knowledgeable and helpful and was very gentle and quick with my smear

Very polite helpful & listened

Very polite and informative

Doctor hold was excellent so thorough

always a good experience

All was very good.

Very efficient and professional service. We are very lucky to have such a good team in Biddulph. Many thanks.... David 🙏😊

Excellent, efficient, professional and friendly service as usual. We are very fortunate to have such a good surgery here in Biddulph. Many thanks to all the team David 🙏😊

Lovely nurse

Thorough check up. Clinician very good dealing with elderly patients. Helpful advice.

Easy check in, on time and helpful

I felt pleased with the service all good

Felt listened to. Thorough examination

I always find that I am treated very well at the surgery

Excellent, professional Service

Katie was excellent as usual

Very efficient.

Caring and relaxed experience.

Helpful doctor who resolved the issue quick

I was seen right away. Dr Olu was very professional and informative.

Daun is friendly and efficient and answered all of my questions.

I got to see a doctor and the time to discuss my pain

I had a good annual review with Katie & received advice on how to treat some of my ongoing problems.

Kay was extremely professional and clear in her work

Answered all questions.

Very friendly and efficient

It was very good & not rushed

Consultation relaxed and thorough

Pleasant staff

Everything was explained and I could ask questions

No one in front of me went to see nurse 5 minutes early

Appointment was on time. Felt heard and had things explained well to me

Always polite and helpful

Found my visit to Dr Hold very helpful

Been able to see the right nurse

Took time to explain test results. Answered any questions we had. Made you feel relaxed.

Quick response to triage and appointment that that was convenient

On time and efficient appointment

Went in on time . Efficient friendly service . I was listened to. Information was acted upon.

Dawn who gave me my B12 Jab is excellent

Reception lady lovely and patient. GP was also lovely and informative and listened and came up with a plan for moving forward.

All very friendly and helpful

Thanks

Very prompt and professional service

The G. P. was, exemplary in dealing with my issue

She's lovely

Lovely dr very thorough and pleasant

The lady who took my blood was very pleasant, she is very efficient and makes you feel like a person and not just a number.

Very good nurse

Staff always helpful and pleasant.

Doctor listened carefully and responded to each point. After suffering with continuing back and leg pain, the Doctor was seeking to identify where the primary problem/s could be coming from and working through those to rule things in or out. The visit was really helpful and gave me a peace to know that people care and are genuinely wanting to find out where the problem could be, so that if it is possible to treat then you will. I also have some pain medication to help me cope better now whilst awaiting for a referral appointment date and results back from bloods.

Very good service

Very polite and helpful doctor

As below

Answered all my concerns

Lovely, helpful staff, appointments on time

Dr chakanyuka is very nice and thorough

Kay Lally is a delight. Always polite and helpful

I found the nurse very pleasant and helpful.

I had a telephone consultation with Dr Green which I found very reassuring, and helpfull.

The care I received by Caroline was thorough and empathetic

My consultation with the GP was totally satisfactory.

The doctor I saw was lovely and really made me feel at ease with what needed to be done at my appointment

Appiontment running on time, lovely nurse Caroline very helpful and explained everything and i didn't feel rushed
Thank you very much

Always perfect

Always very helpful in person or over the phone

Felt very reassured throughout very polite nurse and was told exactly what she was doing and why

Staff amazing, no complaint's about any interactions I've had with clinical staff or admin staff Brilliant Surgery

On time relaxed casual chat

No waiting

Very caring and friendly

Dr was extremely thorough with examinations and explanations.

The care and after care I received was excellent.

On time. Andrew Green is a very good Doctor

On time. Excellent chat.

Dr Green explained everything on a step by step basis I was fully informed on the treatment I was receiving

I always find, whoever I see, or speak with, I feel I could not have been looked after any better. Thank You.

Phone call on time

Dawn is amazing!

Everything went well

GP discussed scan results with us. He was open, honest & informative. We were listened to and feel like our thoughts were noted.

Doctor lovely, put mum at ease and didn't feel rushed.

Answered all questions

Very pleasant and quick. No mark left where blood was taken.

I was seen the next day after requesting an appointment. Appointment was on time and the doctor listened to my concerns and explained everything

Katie was very caring and made me feel at ease

Lovely lady

Took my anxiety very seriously

Very good and helpful

N/a

Found the nurse very informative and helpful and she explained everything to me.

Almost on time and HCW was friendly, informative and efficient.

Very informative

Dr Robinson very attentive understanding and proactive in next step to my care and appropriate advice and referral to specialist input.

Saw on time and took decisive action

Caroline was very professional and put me at ease.

Lovely chatty person who explained everything.

Felt that the service was very thorough

All good people