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Data Submission

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Record Achievement

Friends and Family Test 2023/27 - Achievement Date: 31/12/2025

Last Updated: 02/01/2026 Practice List Size: 9722
 Baseline Date: 01/04/2025

Indicators

Indicator ID	Indicator Description	Date Submitted	Submitted Values	New Values
FFT001	The number of responses to the FFT question in the response category: "Very good" for the month		99	Management Information
FFT002	The number of responses to the FFT question in the response category: "Good" for the month		13	Management Information
FFT003	The number of responses to the FFT question in the response category: "Neither good nor poor" for the month		0	Management Information
FFT004	The number of responses to the FFT question in the response category: "Poor" for the month		3	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

Indicator Description ID	Date	Submitted New Values	Submitted Values
FFT010 The number of responses collected through the collection method: "SMS/text message" for the month		115	Management Information
FFT011 The number of responses collected through the collection method: "Smartphone app or online" for the month		0	Management Information
FFT012 The number of responses collected through the collection method: "Other" for the month		0	Management Information

Submission Notes: (1000 character limit)

Dr Miffin new doctor to me very good

Listened and good understanding

Very knowledgeable but also listened to me

Quick and efficient

Nurse I saw was very friendly and new what she was doing

Because I never got to tell the doctor what I rang up for my husband was neglected and died I hope this is not going happen to me

N/a

Very efficient & friendly

Doctor was very helpful

Kathy was clear with her advice

that she was young and dismissive of the fact that I've been having problems since 2023. She just said "it's really common". That doesn't make it ok. She's prescribed more progesterone so I'll give it a try but I'm angry that this has been going on for nearly three years. I don't feel like I'm being taken seriously at all. I want to be referred to a menopause specialist but she won't refer me so I'll have to pay private as the service I'm getting from you as my gp is terrible. She tried to examine my cervix but couldn't see anything as I'm bleeding. Told me to come back when I'm not - but I bleed EVERY DAY. I need someone to examine me who is a specialist. I'm On time, friendly, considerate and efficient. Thank you

Saw the nurse before my appointment time she was very pleasant

Staff are very nice , take time to help, & are efficient without rushing you

I was seen on time (nearly) and the service I received from the nurse was great.

Quick and efficient

On time and reassuring

Professional helpful nurse

Very pleasant efficient service

Vikki was very pleasant and informative

No problem in & out in 5mins

Everyone one is so helpful and curtios

Well served only let down was the long wait for a Blood appointment, 4 weeks is to long at the practice. Had to book and travel to Cobridge for this service,

Professional & friendly

No probs and had plenty of time

Received help as required.

Friendly

may have.

Very helpful

doctors reception.

It's an early flu season and I am immunocompromised, so that was disappointing.

The appointment was on time, the nurse was really lovely

Appointment on time. Review carried out professionally

Very fast good meticulous service.

Very much on time. Pity about my cholesterol result, but that's down to me!

Prompt efficient pathway into seeing my GPnot really

Nice and easy

The nurse was so made my husband relax, when he was giving blood etc.

Staff were brilliant

No waiting time

Efficient and friendly nurse

Seen quickly good experience

On time and clean environment.Friendly staff

Doctor listened to what I said and examined me

The doctors was very good, covered everything with me and spoke clearly about everything

I didn't have to wait long and the nurse I saw was so lovely and kind

Nurse explained the benefits of the vaccine

All went well.

No problem for a change

Very quick response

Hppy

Helpful professional service

Dr Kutty was kind and compassionate.

Katie reassured me and was very patient and understanding

Rang at 2pm on Friday and wasn't expecting it but got an appointment at 3.30pm the same day. Was stuck in Friday rush hour traffic and wasn't sure I would make it in 1

Excellent appointment, all issues discussed and future plans agreed

All ways excellent service

No waiting at the surgery, arrived on time for appointment checked in and no time to sit before name was called. No complaints great service from the team at Biddulph Valley Surgery. 😊

Nurse Katie is brilliant at doing a blood test

The doctor spent TIME with me and explained the problem very clearly.

I always put that answer, because that's how I am treated.

Very good nurse

On time and exceptionally caring

Seen on time. Friendly, competent and professional service.

Really pleasant young lady with excellent communication skills

On time good explanation by the nurse

Just what I would expect

Excellent professional healthcare centre staff

On time, very quick and efficient, Jackie was very pleasant.

No problem very thorough great communication

Listened to my concerns and his experience and guidance was much appreciated

Doctor and nurse were very polite doctor listened to what I had to say and took the actions needed I was very impressed

DOCTOR GREEN WAS AMAZING

Very courteous and very obliging staff

Appointment a little late

Staff friendly and helpful couldn't ask for anything else

Seen on time good discussion

I was booked in for a review and was booked to see the nurse, who was very nice but she couldn't do the review that I had booked for only of my HRT. Medication. She has booked me to see the doctor

Dealt with by a student Dr who was very thorough, over seen by his mentor.

Because for a change and very rare I had a text asking make appointment see the doctors over my xray results so rang and got see the doctor same day which is a first since 2021 marvellous what they can do been as I had to wait nearly 2 weeks see the doctor about my arm

Lovely trainee Dr who listened and had a lovely manner and Dr Miffin was also very nice

Everything happened on time and the knowledge of the nursing and reception staff was excellent as always

Went to see the nurse Kylie yesterday 22nd Dec, she was prompt with the appointment, very friendly and approachable and I felt at ease with her manner, so many thanks

Friendly and professional.

potential treatments. GP was very kind, professional and patient. I felt confident the best possible outcomes are being rigorously tested and necessary specialist consultations are being arranged

No waiting time

Friendly efficient nurse

The Nurse could not obtain a blood sample from my right arm and was moving the needle around to get one which was quite painful for me. However she managed it in my left arm alright.

All of you are very good

Very good of receptionist to fit me in to see nurse treatment by nurse Caroline was excellent many many thanks so much appreciated. Alvis Bailey

dr always listens and looks into how he can help rather than being dismissive. he's a really good dr and always helpful

No waiting

Did not understand. The medication. just said yes. To be polite.

Caroline the nurse was really nice and helpful she arranged for me to come back next week and fitted me in . She went out of her way to help me.

I was called at the time had been given. The GP dealt with my health issue effectively.

Both nurses Katie and Dawn are kind, professional, courteous, listen and never make you feel rushed or uncomfortable. Every visit I've had has been like this. The same applies to Dr Robinson.

The nurse was brilliant

As always polite and respectful

Good visit

I had a full examination and felt listened to and was given medication to help me I felt so ill but coming away I had confidence things would be ok.

Both clinicians were very professional

Always good

Not rushed. Everything is needed answering was done in a timely manner

Nurse Caroline has been giving me my treatment for almost 5yrs, she has over this time been there for me, always very friendly & professional.

It all went very very well Thank you

Prompt seevice

Friendly and approachable , from reception staff to nurses

Dealt with promptly and effectively

I went straight in and dawn was really nice