

Ribble Village 23-24

Friends and Family Data - 2023-24

Month	Number submitted	Experince of the service received						Comment
		Very Good	Good	Average	Poor	Very Poor	Don't Know	
April	2	1					1	Lovley reception -happy to help. ?unsure
May	4	1	1	1	1			always helpful. Recpetion helpful and friendly. Would not backdate
June	4	1	2				1	felt rushed, lovely staff and drs, fantasitc GP surgery
July	1	1						happy and caring gp
Aug	2		1		1			aprocable GP, comfortable. No appts
Sept	3		1		2			team always happy to help, no appts, rushed on the phone
Oct	1			1				gome gp good some are not
Nov	2		1				1	clinicial team always helpful, unsure "hit and miss"
Dec	3	1	1		1			Dr's occasionally rude, lovely staff, friendgly & polite
Jan	3	2			1			kind & helpful, medications issues
Feb	2	1	1					helpful, fantastic
March	1			1				can never get an appt, but when I do issue get sorted