

Friends & Family Test Summary – June 2026

Responses received: 153

Rating	Responses	%
Very Good	120	78.4%
Good	22	14.4%
Neither	3	2.0%
Poor	2	1.3%
Very Poor	3	2.0%
Don't Know	3	2.0%

Overall Positive Feedback

92.8% of patients rated their experience as **Very Good** or **Good**.

Selected Patient Comments

- Doctor listened to my concerns and took me seriously.
- Very friendly, caring and professional staff.
- Appointment was on time and everything was explained clearly.
- I felt listened to and never felt rushed.
- Quick, efficient service with kind and helpful staff.
- The nurse was lovely, professional and put me at ease.

Thank you to everyone who completed the Friends & Family Test. Your feedback helps us continue to improve the care and services we provide at Bewicke Medical Centre.