

Dr Uddin & Dr Anwar



Friends and Family Test (FFT) – April 2026

Your feedback about our GP practice

Thank you to everyone who shared their feedback in April. Your comments help us understand what we are doing well and where we can improve our service.

How many patients responded?

- **182 patients were invited**
- **46 patients responded**

Overall results

- **85% of patients said they would recommend our practice**
- Most patients rated their experience as **“Very Good” or “Good”**

This shows that the majority of patients are happy with the care and service they receive.

What patients said we do well

Many patients told us they were happy with:

- **✓ Friendly, helpful reception staff**
- **✓ Professional and caring doctors and nurses**
- **✓ Feeling listened to and not rushed**
- **✓ Fast and efficient appointments**
- **✓ Clear explanations and good communication**

Comments included:

- “Excellent service as always”
- “Staff are always professional and friendly”
- “I felt listened to and well cared for”

What patients told us could be better

A small number of patients raised concerns about:

- **🕒 Wait times for some appointments**
- **! Delays not always being explained or apologised for**
- **📞 Occasional issues at busy times in reception**

We take this feedback seriously and are using it to improve how we communicate and manage waiting times where possible.

Our commitment to you

We are proud of the positive feedback we receive and remain committed to:

- Treating patients with **kindness, respect and professionalism**
- Improving **appointment access and communication**
- Listening to your feedback and making changes where we can

Thank you for taking the time to tell us about your experience.