

### **Friends and Family Feedback July 2025**

- Brilliant practice and I feel very fortunate to be a patient here
- The surgery have treated me extremely well and shows a lot care, all very efficient and kind
- Always friendly, always helpful and if they can't help they will always point you in the right direction. The best surgery ever and can never praise it enough
- Friendly greeting by reception and efficient procedure
- Fast and very professional service
- Great service, lovely people
- Excellent patient interaction
- Really clear, supportive asthma nurse. Fully understands what needs to be done
- Thank you to the reception staff, I came in without a appointment with what I thought was a suspected blood clot, I was seen within 20 minutes and given medication "just in case" and confirmed by ultrasound I had a blood clot.
- Dispensary helped after my Pharmacy2u system went wrong
- The physiotherapist was very understandable and helpful
- The asthma nurse is very knowledgeable and gives wonderful care
- Efficient and kind service as always
- I have always received prompt and polite responses in dispensary
- Dispensary is very convenient
- Becki in dispensary is always helpful and patient and always smiles
- Excellent service all round
- Always friendly
- Dispensary is so helpful and efficient
- GP showed complete professionalism with care and attention to all that I said
- Dispensary gave excellent patient interaction, given that I got the prescription pick up wrong
- Burford surgery has nice people working at the surgery. Only improvement would have been if the receptionist had gained approval from the GP for a blood test as we had to get a bus and was turned away as no approval.