

We're listening to your feedback

You've been giving us feedback on your care and treatment. You told us:

Thank you to those patients who have taken the time to complete the Family and Friends survey as we begin to emerge from the Covid-19 pandemic. The support our staff have received from patients registered at Norton Medical Centre has been overwhelming.

All comments are shared across the team.

Please see a selection of comments below:

We're listening and this is what we're doing:

Prompt appointment, efficient friendly staff, no wait.
Nurse was very nice polite helpful and explained everything.
I felt comfortable with the doctors' advice and didn't have too long to wait for my appointment and feedback.
Consistent Professional caring team even throughout this difficult time. After worrying about a personal problem I put off contacting the practice but finally did and within hours found the help I need. Thank you so much. I know it is your job to help patients but Norton Medical Centre is exceptional

Thank you from the Staff at NMC

Having your say helps to improve care for everyone so please keep putting us to the test by giving us your feedback each time you use our services.

The NHS Friends and Family Test

www.nhs.uk/friendsandfamily