**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: August 2020**

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| --- | --- | --- | --- |
| **Q1** | **We would like you to think about your recent experience of our service.**  **How likely are you to recommend our GP practice to friends and family if they needed similar care of treatment?** | Extremely Likely | **71** |
| Likely | **22** |
| Neither Likely nor Unlikely | **4** |
| Unlikely | **4** |
| Extremely Unlikely | **0** |
| Don’t Know | **0** |

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| --- | --- |
| **Q2** | **What was good about your visit?**  I was seen very quickly in a face to face consultation just a few hours after calling the surgery. Excellent service  Very through reassuring examination. The practitioner was very helpful  Always had good service at this surgery  Lovely Nurse, calm and followed all procedures  Polite and didn’t hurt while taking blood got it first time  Very friendly, caring nurse who put me at ease  Kind professional and competent  All staff very helpful since coming home from hospital after serious operation. Thank you  I was greeted by the receptionist with a smile when she booked me in. The nurse was equally as good  The nurse was very professional and friendly. Unfortunately, the computers were down for a while  Very efficient covid secure polite and helpful staff  They are a great surgery and I moved here 3 years ago and compared to my old doctors they are 200% better in every aspect of care.  No hanging about straight inn , sat and waited 2 minutes then seen  All very helpful and efficient despite computer system having major problems  Receptionist was pleasant and polite. Was seen straight away. Nurse was also pleasant and polite and gave pain free blood test."  Was very pleased that the pharmacist contacted ME out of the blue to discuss my medication that hopefully can be reduced.Raj? was extremely thorough in going through my medication with me and answering any questions I had. And also arranged to speak to me a week later for an update on his suggestions  "Because the person I spoke to was very informative and helpful  Friendly and made me feel comfortable to ask any questions I had  Felt like their only patient :) thank you  I was late but they still managed to fit me in  Excellent Covid precautions and friendly staff  Quick call back, good outcome  Because you did what you said you would on time and with a smile  Reception welcoming appointment on time friendly and informative information from doctor  Made the appointment yesterday . Saw Dr on time , He was attentive and listened to my concern and advised on my treatment  Met a delightful nurse who helped make my day |