**FRIENDS AND FAMILY TEST RESULTS**

**June 2019**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: 60**

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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 | **38** |
| Likely | **21** |
| Neither Likely nor Unlikely | **1** |
| Unlikely |  |
| Extremely Unlikely |  |
| Don’t Know |  |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?** |
| Efficient and informative and speedy  Very helpful doctor  Staff are always helpful and friendly  Nice and friendly and prompt appointment  Andrea the nurse practitioner is brilliant. She listens without interrupting which is a marvel in itself. I always feel she has understood any problems and is eager to help solve them. Lovely lady  Friendly and professional as usual  Most of the receptionists are helpful, and any Doctor I have seen have been very thorough.  Dr Rajesh has been caring & helpful  Promo and efficient service from the nursing staff  I received a notice of my appointment which was helpful. I also had issue that was dealt with efficiently by the nurse in addition to the blood test, for which I attended the surgery  I just like my GP enormously, friendly, very caring  The Dr was absolutely lovely, she listened to me, showed concern & is doing something to help me.  The making of on the day appointments does not support people who work away from the area and are already en route to work or at work at 8am"  Very courteous Dr Kamlow Seen on time. Doctor listened and was caring. Happy with outcome  I am always satisfied with the treatment I receive and the politeness and help of the staff. Very polite and helpful which makes me feel very confident in all the treatment I receive either from the doctor and the medical staff including reception | |