**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: October 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 | **236** |
| Likely | **72** |
| Neither Likely nor Unlikely | **7** |
| Unlikely | **5** |
| Extremely Unlikely | **4** |
| Don’t Know | **0** |

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| --- | --- |
| **Q2** | **What was good about your visit?**  All good, very friendly, made me feel at ease  Excellent advice prompt service  Care of all personnel at Burnham surgery is excellent especially in these strange circumstances  On time, staff excellent at reassuring my child while he had his vaccination. Very efficient  The nurse was thorough, friendly and reassuring  The GPS are kind and helpful. The problem in the government’s chronic underfunding and politicisation of the NHS. Shame on them."  Dr Ali is a GP that actually listens to you. Very caring and easy to talk to  Very thorough, professional ,confident and friendly. Thank you  Safety measures were adhered to. Appointment was on time  Entirely professional. Very engaged with my problem. Pleasant manner. Felt very safe  Had a telephone consultation with my asthma nurse who gave me all the time I needed. A thoroughly professional approach and much appreciated  Professional and helpful staff  Surgery is well spaced out patients are minimal and I was seen in a timely manner  Efficient, helpful and considerate  Excellent standard of explanation for my review  Always helped with any problems I have had and very polite and friendly  The surgery staff are always friendly and helpful  Very professional and informative  Everything like a clock work Friendly and considerate  Answered all questions and was very interested in me as a patient. Very reassuring  Extremely helpful, polite, caring  Went straight in and appointment was well on time  The receptionists booking my appointment and on the day were friendly and courteous and the practice nurse was very friendly and prompt with my appointment  I was seen straightaway in a safe environment  Because the doctors are doing a good job  Efficient and safe  The nurse really listened to me while I’m feeling low, I also got seen on time , and reception girls lovely as always  Didn't have to wait long and had doctors question ready to ask me so saved another appointment  The staff were friendly and helpful  Was polite helpful and I felt safe |