**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: April 2023**

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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?** | Very Good | **281** |
| Good | **99** |
| Neither | **12** |
| Poor | **10** |
| Very Poor | **8** |
| Don’t Know | **2** |

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| **Q2** | **What was good about your visit?**  My glucometer meter broke and I had it replaced within 4 hours of me contacting the surgery  Quick, efficient, safe, all with a smile  I always have had a good experience with the surgery. I got through quickly at 8am and the receptionist kindly got me an appointment 40 minutes later. Then Dr was very thorough and helpful as always. Thank you for all the staff for doing their best and keeping a great service under a lot of pressure  As usual, fantastic treatment by lovely staff. Well done  Always content with my experience at the Burnham Surgery  Excellent always treated with respect and listened to very helpful with advice  Polite staff but more important to me, I saw my own doctor and doctor of preference  Got an emergency appointment , doctor was great with me , explained what I needed to know , examined me , gave advice First time at this new surgery just moved to burnham very nice staff helpful nurse overall very happy  Best surgery I have had in my 82 years on this planet of  Appointment was on time. My GP gave me a good explanation of my symptoms and gave me plenty of information to reassure me that all was well and prescribed something to ease my symptoms. He took time and I was very satisfied  Seen on time,Dr. Was engaged, listened to me. Felt comfortable , Really good eye contact. C heckled I was Ok with treatment plan  Happy receptionist. Excellent Nurses  Polite efficient caring  Always a great service and experience by attentive staff  Very quick and efficient today had a very helpful receptionist that pre booked appointments needed for husband following an rta organised prescription for pain relief overall a good service today  The Doctor called me and saved me coming to the Surgery. He discussed my symptoms and history thoroughly. He explained his diagnosis and recommended a course of treatment. The medicines were waiting for me at the pharmacy  On time. Polite and efficient  Doctor kindly called me to ask if I could attend my 12.40pm appointment earlier which I did  Thorough appraisal and suggestions  Always friendly and helpful  Was given comprehensive results of husband’s (who has dementia) recent blood test over phone with plenty of time to ask questions  Doctor appt &amp; reception staff help & assistance VERY GOOD appt 30 mins late so overall a score of good.  Seen very. Quickly and good discussion on X-ray result  Very freindly and caring staff  Very good and polite new what she was doing  Appointment on time and dr very helpful  After persevering on the phone got the appointment I needed  Seen on time. Both nurses were lovely, Very polite and friendly  Excellent personalised service as always.  Automated regular assessment which accurately monitors my condition  Very good and first class s service many thanks  Staff always friendly and kind  Very satisfied with GP  Despite early issues with the telephone system I subsequently secured an appointment and now have appropriate medication |