**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: Aug 2022**

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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 | **283** |
| Good | **88** |
| Neither | **9** |
| Poor | **9** |
| Very Poor | **6** |
| Don’t Know | **1** |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?**  Telephoned at agreed time and provided me with all information I needed  Excellent reception staff. Dr Ali attentive and caring  Because the doctor was easy to talk to listened to me and made me feel that I wasn’t wasting their time  The nurse who I saw was absolutely fantastic, she really helped me out and explained everything in detail. She was really friendly and clearly enjoyed her job  Staff are lovely, welcoming and appointment was on time. Doctor was very thorough and had time to spend  Friendly. Happy nurses  Very attentive helpful to someone walking with sticks  Easy to check in and the dr was running on time  Staff are so helpful  Prompt appointment, doctor very helpful  A very good doctor who listened and then explained everything very clearly  Quick to get appointment for health screening, on time, v friendly nurse and helpful  The nurse is a breath of sunshine  The lady doctor was very thorough and asked to fooow up in2 weeks. 10/10  Pleasant friendly and competent service  Very helpful, very understanding and giving good steps to conclude the problem  Very pleasant atmosphere  Both nurse and student nurse were very good. It is good that the Practice helps to train students as they need to learn on the job  When making appointment the receptionist was so friendly and helpful. The doctor was really helpful at my appointment. I felt he listened and was as helpful as he could be  Appointment on time, nurse really welcoming and explained everything I needed to know  Prompt, expert and friendly. What more could you want?  Called early morning doctor rang back same morning  Polite reception, efficient staff, friendly skilful nurse  Excellent nurse who explained procedure well. Good booking service  Nice pleasant staff , couldn’t ask for better attention, Many Thanks  Both of the nurses I saw were very professional and welcoming. They both explained everything to me and were very friendly  To get through at 8am and get a face to face appointment for 8.20 is amazing  Easy to make appointment Receptionist very professional friendly and helpful Gp excellent  I was taken in on time and the GP was extremely efficient and is not leaving anything unchecked  Reception and GP both excellent in manner.  Reminded of appointment, directed to correct area, forms prepared ready, seen on time, nurse efficient  Politeness and efficiency of desk staff both whilst making appointment and upon arrival and attention given from doctor  Receptionist very polite and helpful even though she was very busy. Nurse very caring and reassuring when doing blood test  Because it's nice these days to have excellent service and give credit for it  Excellent appointment, seen on time, great advice and support from the Doctor and got to discuss a range of issues. A really positive experience |