**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: Dec 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?** | Very Good | **218** |
| Good | **81** |
| Poor |  |
| Very Poor | **8** |
| Neither | **10** |
| Don’t Know | **1** |

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| --- | --- |
| **Q2** | **What was good about your visit?**Flu injection was on time, painless and informativeAll very clean and organised every one with mask and there was no waitingI dislike the new process of phone in appointment requests and phone in surgeries. Albeit this appointment was a simple blood testTelephone review carried out promptly and efficientlyPrompt, no waiting, seen on time. Nurse very professionalOnly had to wait a little while. Staff very professionalFriendly efficient receptionist. Brilliant nurse who gave me my flu jab. I’m needle phobic. She put me at ease and I didn’t feel a thingReception welcoming.... Appointment impressive with time taken and after careMy appointment went well ,on time the nurse was friendly and efficient and everything was cleansed and socially separatedI’m nervous of injections and the nurse was so so calming and careful I didn’t feel a thing. Can’t tell you how relieved I was. Many thanksThe nurse was very polite and friendly & the appointment was on timeOn time, quick and professionally doneSurgery was covid secure, polite receptionist, nice nurseThe staff were polite and efficientQuick visit no waiting aroundBang on time. Friendly. Informative and professionalI was treated very wellNothing to complain aboutPrompt service with a smile during difficult timesCredit where credit is dueVery well organised, no waiting aroundHad no problem getting the blood test necessary to continue my medication. Medication was still available in the meantime. Only waited a few minutes to be seen by the nurse, who was friendly and professionalEach visit is a gift from the NHS we should all appreciate and be thankful we have this privilegeDue to Covid19 and social distancing, we were not sure who was queuing for pharmacy and who was queuing for GP receptionistVery well organised- felt safeOn time polite professional serviceVery efficient and very quick. Kind nurse tooFelt safeVery knowledgeable and friendlyThe staff are always polite & professionalAppointment on time, very good service from nurseExcellent careCaring and considerate treatment helpful and friendlySeen promptly Felt all issues dealt with well Excellent communication Offer of a follow up visit very reassuringGood history taken, thorough examination, Good explanation. Follow up arrangements made |