**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: DEC 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 | **387** |
| Good | **98** |
| Neither  | **20** |
| Poor | **12** |
| Very Poor | **14** |
| Don’t Know | **1** |

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| --- | --- |
| **Q2** | **What was good about your visit?**Signing in was easy, I was seen quickly by the nurse for my blood test and I was also seen promptly by the Dr who was patient, listened to my issue and concerns asked questions and examined, followed by confirming my suspicions and prescribing medication. They also followed up on a referral I have been waiting for. Great service todayBeen often and this time was as good as alwaysSeen on time. Doctor excellentFriendly staff and on time with apptsThe young lady who took my blood and blood pressure was very empathetic and kindI actually managed to get an appointment, which is unusual. The doctor I saw was brilliant, very thorough and caringSpoke to reception who promised to contact me about an appointment for chest infection. Reception did not get back to me and when I enquired about this everyone was in denial and didn't want to helpSaw the nurse and doctor today. The nurse gave a diagnosis confirmed by the doctor, who prescribed medication to resolve. DelightedIn and out within 10 minutes, seen Doctor, made new appointments and booked blood testsSpot on appt times and friendly staffOne doctor working extremely hardPromt on time. Very good serviceThe Surgery is as far as I am concerned EXCELLENTProfessional and reassuring for wound check following recent op. Thank youQuick easy self check in with receptionists all busy with answering phones and seen promptly by the nurse for bloods to be taken. In &amp; out of the surgery in a flash leaving me to continue on with a busy dayQuick examination resulted in diagnosisWas freindly helpful listened put mind at restPolite staff, was seen early and not a painful experienceFirst class staff. Friendly and helpfulCaring staff, listened at an extremely difficult timeEfficient and courteous reception ladies and excellent doctorStaff were polite, friendly and very professionalDr professional & has time for patients unlike some at the surgeryExtremely professional . Kind and helpfulOn the day appointment which was totally unexpectedThe doctor called us, so we didn’t have to call ourselves. Very helpful and considerateI have never had a problem with the surgery, excellentVery through. Listened . Checked all necessary concerns. Very knowledgeable and re assuringStaff mostly helpful Do find questions asked by Care Navigator intrusive at timesEveryone was professional friendly and demonstrated superb expertise. It’s very reassuring to be looked after by brilliant clinicians. Thank youI was very grateful to get an appointment at short notice and be reassured by Dr. in her usual friendly and efficient wayNurse was careful and treated ne with respect. She called in a Nurse for a second opinion and all was wellStaff very efficient, doctor very goodReception were very helpful prompt help when neededExcellent treatment from friendly staffOn time. Very helpful and understanding consultationThe receptionist was very helpful and pleasantDealt with kindly and thoroughly. Doctor really cared |