**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: May 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 | **344** |
| Good | **126** |
| Neither  | **11** |
| Poor | **8** |
| Very Poor | **10** |
| Don’t Know | **1** |

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| --- | --- |
| **Q2** | **What was good about your visit?**Reception staff always helpful, always manage to get an appointment with easeKind, efficient service. Quick appointment with doctor arrangedArrived early for a blood test. Seen early, never felt a thingThe doctor i see was very thorough and respectfulExcellent, receptionist very polite & helpful, doctor first class. Thank you Burnham surgeryStaff very pleasant and courteousReceptionist helpful and Doctor comprehensive, charming and reassuringAppointment on time. Staff friendly and helpful.Friendly reception. Friendly nurse. In and out quicklyVery helpful polite and friendlyAble to get through fairly quickly and an appointment was made that same dayNurse was fantastic with my daughter who has additional needsHad appointment two weeks ago got sent for scan which was done last Monday the surgery received results on Wednesday to which I got a phone call saying the Doctor wanted to see me to discuss the results. Told me in layman terms on what has happened and what the next step was to be. All in a two week periodOn time polite and everything organised correctlyWent in ta see Dr on time , Dr really understood pain I am in , give me good advice n things to look out for n what to do if I get them , so all goodThe receptionists did their best to to be helpful with my appointmentThe nurse was very helpful and understanding of my situation and she showed real concern. It’s nice to know if somebody there when you need themLovely nurse. Painless blood test and BP test chat made me feel betterIt was punctual and the members of the surgery were on point, friendly and helpful. I didnt even realise my bloods were taken and i was done. Really good service. Thank youThe nurse explained everything to me and was willing to listen to what is troubling meI did arrive 10 minutes before my appointment but was called straight away. I have been trying for the last 2 days to get an appointment but was glad I eventually did.Just moved to area & compared to our previous practice very improved service, thankyouMy wife and I had appts for a blood test and unsure of the procedure having only just moved to burnham. We asked a local resident in the queue who pointed us in the right direction, we booked ourselves in for the timed appts and both were carried out at almost the exact times. ( very refreshing experience) a country mile away from the service we received from our previous surgeryI was happy with the pleasant and polite manner of the receptionist when I spoke about my app with the nurse, she was swift in finding my details and then sent me in the direction of the nurse waiting area, I then within minutes was greeted by bernadette who was also very curteous and polite. Throughout my whole appointment I felt comfortable and relaxed and was also offered a chaperone by bernadette before my appointment even started (I declined as I felt comfortable in bernadettes company). All in all my experience was fantastic. Thankyou again burnham surgery I visited the surgery for a blood test by the nurse.the day before I went my face become swollen on one side.i asked reception to see a doctor.but was told they had no appointment for 2 weeks.on seeing the nurse who was great saw my face and messaged the doctor who then came and looked and prescribed antibiotics and cream fantastic nurse and doctor thank you so muchSuch an efficient organisation of a mammoth Covid vaccination session . Hardly any waiting to be seen . In and out in 5 minutes.. Excellent service. Thankyou |