**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: Nov 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 | **410** |
| Good | **107** |
| Neither | **17** |
| Poor | **10** |
| Very Poor | **7** |
| Don’t Know | **3** |

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| **Q2** | **What was good about your visit?**  The receptionist made me feel at ease and comfortable when I had to explain a rather embarrassing problem. Ten out of ten to her , thank you."  100% good service. Happy atmosphere  Nice friendly caring and helpful staff. Simply the best  Short wait. Patient, kind appraisal by doctor  You are all doing a great job . Keep it going  Bit of a wait, 30 mins after appointment time. Very good otherwise  The nurse was very kind and gentle in taking the blood as I have a problem with needles.  I've always had good service from this surgery and today it was the same, very friendly and professional  The receptionist was very helpful in assessing my situation and arranging an appointment . I saw a medical student first who made her enquiry into my condition. We then were joined by the doctor who questioned and examined me at the same time discussing and including the student. All was done in a sensible, professional and friendly manners My questions were answered and his advice given as to how to proceed In my opinion a thoroughly satisfactory consultation  World's apart from my previous GP surgery, you can actually see a doctor face to face. Friendly helpful staff too  Today I had the pleasure of having two medical students in my appointment. They were very thorough with their questions, really friendly and very knowledgeable. Dr K came into the appointment after to which they presented my case so well she barely needed to ask me any more questions. Dr K was lovely and provided me with the information and advise that I came for. I left feeling happy with my appointment and my prospects going forward. I wish the two students all the best for their futures and I thinks it's an amazing thing that this GP surgery supports the training of the next generation of Dr's. Thank you  Surgery near to home &amp; pleasant in waiting room . Easy to see indicator screen. Doctor read my latest hospital notes on screen. Doctor approachable & listened to my view points, giving me options to choose for my health, he agreed to my choice.  Exactly how practice should be run. A shining exemplary style of care provision by doctors, nurses. And staff.  Simple check-in. Appointment on time. Pleasant, friendly nurse  Appointment dealt with on time. Treatment explained. Nurse was very helpful and pleasant  Very difficult trying to get through on the phone  Called at 8am. Made a 9.30am appointment with my GP. Saw him and he understood the importance of my issue and sent off for an urgent MRI for me. That's what you call brilliant service  In and out of surgery rapidly. Only a blood test sample but a good experience  Saw my Doctor who explained in full my CT scan results I was seen on time  Everything I needed to know was explained to me  No waiting to see doctor and had heart and blood pressure checked. Important to someone like me who has heart disease, and prescribed new medication important for my condition.  After being given the brush off yesterday, today's experience was much better and the doctor gave us reassurance  Very quick to respond to my requirement and had a sympathetic ear  Appointment kept on time and staff very pleasant  I went to get some results and was able to talk to the doctor about an unrelated issue Some surgery’s would ask you to book another appointment So I am very happy  Nurse and reception kind and courteous  The Doctor was so helpful and so were the staff |