**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: Oct 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 | **591** |
| Good | **128** |
| Neither | **11** |
| Poor | **8** |
| Very Poor | **4** |
| Don’t Know | **0** |

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| --- | --- |
| **Q2** | **What was good about your visit?**  I WAS TREATED WITH KINDNESS AND CONSIDERATION.  From appointment booking to treatment i cannot fault  Didn’t have to wait too long to go in & doctor very pleasant & informative  Very thorough desk staff and doctor  Relaxed, chilled, SOOOOO helpful nurse. WONDERFUL..XX  Love the nurse who did my blood test, very quick and painless (ish)  Appointment on time. Doctor very approachable and understanding  Quick in put and sympathetic to aversion to blood  Very thorough examination. And informative  I managed to see the same Doctor (3 time now)& makes it great as the Doctor knows of my worries after I had a Stroke back in November last year  Very helpful doctor. Very thorough with her assessment and advised hospital admittance  Rang at 8am got a appt at 8-30  Pleasant receptionist, seen very quickly and by a sympathetic conscientious doctor Seen on time. Operation wound treated very well. Very caring nurse.  No waiting appointment on time excellent service  Very fast service with a smile!" The surgery has a pleasant atmosphere with well trained staff always eager to help  The waiting time was not long, the appointment went well. Doctor was attentive and helpful.  Receptionist polite on arrival , nurse on time and very welcoming  Seen very quickly and time spent evaluating problem. Sent to A and E  "No waiting nurse very polite explaining that they had a student with them and hoped I did not mind if he stayed  Appointment on time and diabetic nurse was efficient and carried out my examination with care and explained what was required.  Normal professional attitudes by all staff  I like our local surgery I want all of staff to know how they are professional and kind  The receptionist was very helpful and the nurse very kind and calming. Good experience  So Grateful to be able to have had my Flu & Booster Vaccination today at my own Burnham Surgery ...surrounded by everyone who works there, who are so so professional and very kind... Thank you so much  Excellent care  Very well organised and pleasant staff .  They made sure that my appointment time was honoured.  Very efficient and friendly  It was a very good and helpful experience  No waiting on time efficient  Great nurses and Doctors thanks to them all  Well organised flu clinic.  "Vaccines given efficiently and didn’t have to wait long. Well done to the staff  Overall very polite helpful reception , nurses, & doctors  My doctor is lovely. He couldn't have been better.  The nurse I saw was so kind & very welcoming! Ladies in reception were friendly & helpful |