**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: Sept 2023**

|  |  |  |  |
| --- | --- | --- | --- |
| **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 | **189** |
| Good | **61** |
| Neither  | **9** |
| Poor | **5** |
| Very Poor | **3** |
| Don’t Know | **1** |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?**Prompt, helpful and efficient Dr was very helpful easy to talk to and listens Painless and efficient, only a blood test My doctor was supposed to send a request for breast unit to make appointment for me. After a few days I called the unit and no request was received by them. I was told to ho back to gp and check it was sent. They were closed all day on strike Knowledgeable, helpful and nice personality,what more could I want Seen straightaway for bloodtests and offered flu jab at the same time Doctor could see I was having allergic reaction. Did message tests . Two meds I was on that both carry these side effects were changed for alternatives . Approachable . Listened showed concern The receptionist so helpful and very friendly. I was pleased to get a choice of what Doctor I would like to see. The Doctor was so nice, she didn’t hurry me and was very helpful. I didn’t even have a long wait .Excellent service, very helpful and pleasant Care Navigator Seen before my appt time. Very friendly staff All seemed very good to me The nurse was absolutely fantastic Just very efficient. Efficient On time wasn’t rushed in with the doctor, very helpful, hopefully things will be on the mend. Medication given Seen on time. Could agree it was excellent as not able to park on site. Very pleasant surgery. Very nice staff. Friendly & helpful  Didn't have to wait too long. Doctor was very helpful. The hardest part was trying to get through the automatic reception. Once through though the service was good. Receptionist was very helpful and friendly and doctor was excellent Treatment was excellent as expected  achieved everything I wanted in my appointment but with a degree of insistence From booking an appointment to seeing a doctor all those I encountered are super friendly, compassionate and helpful. Total commitment "Very positive attitude and informative" Appointment was on time. Everything was explained well. Went away happy I was a little bit early for my appointment and was seen before my appointment time. I was treated with respect and received excellent service.Quick, excellent and friendly nurse. Well done. The lady was on time and very througher with my check up The doctor was very thorough and reassuring. There was however a delay of 3 weeks in getting an appointment. Very prompt, efficient, and nice people very pleased with the visit and service I always leave the surgery feeling that I have been listened to. Straight forewords and professional service On time appointment, friendly, good routine check up Quick speedy service, painless procedure, no bruise, polite and informative, professional friendly service Very friendly nurse, put me at ease for such a traumatic experience to have to go through. Very close to appointment time and had a very satisfactory visit Dr was reassuring and explained everything  |