**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: April 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 | **278** |
| Good | **99** |
| Very Poor | **12** |
| Poor | **13** |
| Neither | **11** |
| Don’t Know | **2** |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?**Telephone call on time and very helpfulOn time, efficient and understanding nurseI’ve always found the reception staff very helpful and understanding, I also didn’t wait too long before I see the doctorI was dealt with in the usual courteous manner, and fairly promptly. No complaints.Friendly staff, appointment system works well, always informed on appointment times and kept up to date on situationsNurse Charli was really positive and easy to ask questions ofI have only ever had a very good service from your surgery and today I was lucky enough to meet a young doctor for the first time who was very good and reassuring. So I give him and surgery 10 out of 10Thought it took 16 minutes to be able to get through in the morning. I guessed it would be busy after a double Bank Holiday. I got a face to face appointment with the doctor who understood my circumstance and on visual inspection could also see and confirm my suspicion. He referred me for a scan and sent a letter to help with work to prevent duties making it worse"I had kind and gentle treatment for the removal of 27 clips following a hip operation. I was dreading this experience, but had no pain, and felt so re assured. Excellent resultGot appointment easily staff very pleasant and Andrea the nurse so helpful and caringBlood test on time and very efficient.We saw two very kind Junior Doctors who examined my 3 years old daughter and put us at ease straight awayWarm friendly understanding nurseGreat GP. Treated me like an adult and was thoroughThe nurse was very good and I was very pleased with the blood test, no bruisingVery Helpful & ConsiderateThe nurse was lovely and very polite top girlHe listened and made me feel that he was interested in helping me. Kid and professional in approachPolite. Understanding nurseFriendly service was about 10 mins late but apart from that fineIt was a very quick and pleasant appointment with very nice staffSandra was kind, gentle and knowledgeable. She was patient with my daughter for her jabs and clearly explained things to me |