**FRIENDS AND FAMILY TEST RESULTS**

**December 2019**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: 290**

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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?** | Extremely Likely | **175** |
| Likely | **97** |
| Neither Likely nor Unlikely | **11** |
| Unlikely | **4** |
| Extremely Unlikely | **2** |
| Don’t Know | **1** |

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| **Q2** | **What was good about your visit?**  Easy to talk too , understanding and helpful  Andrea is always so kind and helpful and easy to talk to about any issues I may have.  Very helpful nurse and doctor I saw this morning  The nurses are kind and compassionate and efficient  So clean and welcoming, and my nurse Charlie was wonderful  very good service , medical attention was amazing & doctor was fab  Got an appointment the morning I rang. I was seen within 10 minutes of the appointment time and Dr Ali was excellent  Happy and pleasant reception and the Nurse was also very professional and helpful.  Because the service currently provided is more than adequate, but I seek to remain with Dr. Rahman  Entirely satisfactory at very short notice  Staff are professional, caring, reassuring and friendly  Simply...the nursing team Debbie Sams together with Debbie Copeland and all the nurses....truly keep the Burnham-on-Crouch Surgery afloat! The nurses give emphatically advice and care and TIME!!!! Very sadly our very overworked GP s don’t seem to have the same time & understanding for there patients!!!!!- Can not see a doctor for months no home visits- go to A&E we are told!! Thank God the surgery has these wonderful nurses within the NHS......they are actually holding fort for the Surgery!  Being listened to and getting my problems resolved quicker which means less appointments to make.  I always receive a great service from nursing staff at the surgery  Helpful kind staff. Always willing to help. Doctors extremely kind and reassuring  Excellent surgery in general. Polite friendly staff even though they have to put up with some verbal abuse  Very short waiting time. The doctor gave me all the information I needed and asked for and requested I return in 4 weeks to review my health.  Integration of automation and reception is working well  Dr Kamlow is excellent and professional. Well ordered appointment which makes good use of the limited time of my GP  Nurse was very comforting and reassuring as I do not like needles. She was very good and professional  Dr Rahman was very helpful and hopefully has eased the pain in my knee  Never seen dr Ali before but he was very through and explained all he did  I have never experienced any negatives at this surgery.... i have always been listened to spoken to and treated really well even if my concerns have been unnecessary..... even having to wait for an appointment however long its been just goes to show how good they are because people want to go there!! If i have ever needed an emergency appointment i have managed to be seen! For a busy small town surgery they are the best thank you  The staff and Medical team are polite and helpful. The surgery offers a wide range of consulting hours  All the staff are very friendly, polite and very helpful  Don’t think there is any improvement needed  Friendly helpful staff and first class service  I was texted to request a blood pressure test. I made the appointment within 2 days l, had to wait no more than 2minutes and was treated swiftly and was out within 10 minutes  From making the appointment to seeing the doctor all very professional  Helped me to get an appointment when one wasn't available. Seen promptly and dealt with well  Can always get an appointment. Staff are helpful. Nurses and doctors are kind, caring and understanding  I went to see the Travel Nurse and she was well prepared for my visit. Gave good advice and administered my vaccinations without issue.  I have never had a problem getting an appointment, waiting room time is short and all the staff are lovely in my experience. I never feel rushed or not listened to by either Dr Kamlow, Dr Rajesh or the Nurse Practitioners I have seen in the past  Dr Kamlow always has a smile, he listens. Always gives a good check over chest/ears etc. He asks you to explain how you feel. He suggests what he is going to do. Puts you at your ease and thoroughly listens  I managed to gain appt for the same day. The reception staff were very pleasant. I saw a nurse practitioner who was very thorough & professional.  Felt looked after and cared for, diagnosis and treatment explained well  Wide range of services provided at practice  Very efficient had a blood test at 8 am and went straight in also like the text reminders  Well run surgery with a helpful and courteous doctor ( Dr Ali).  Very caring nurse who administered my whopping cough injection when I was very nervous |