**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: Jan 2021**

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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 | **247** |
| Good | **64** |
| Very Poor | **5** |
| Poor | **4** |
| Neither | **11** |
| Don’t Know | **1** |

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| --- | --- |
| **Q2** | **What was good about your visit?**  The nurse took time in explaining the type of dressings I was given and how they would help me, very nice lady  Sorted my problem out AND another issue that has been going on for over a year and now has noticed it and started to deal with that for me aswell  Excellent nurse Charlotte  Nice greeting, efficient and friendly nurse... In a place you would rather not be... they take good care of you  Always helpful and friendly  Listened, found help quickly from Dr calling to tests and medication arranged. Test performed next day by a friendly and kind NHS professional. Thank you so much for being there for us all.  Very efficient and helpful in difficult busy tomes  Friendly service. Nurse was excellent, loads of information given  Nurse was lovely and down to earth made me feel at ease and i didnt even feel the injection  Short wait and pleasant staff  Both the receptionists and pharmacists are often rude and curt and I often feel like I’m being treated as a nuisance. There also seems to be a communication issue between the doctors and the receptionists/pharmacists as blood forms/prescriptions are often not ready or information has not been communicated  Always pleasant experience  Because information was given clearly & advice was good  Very thorough and understood my concerns. Is addressing problems I have tried to explain to others for a long time (years)  Excellent care  Really friendly and efficient service  Very efficient, good staff  Nurse Donna is so understanding about my fear of needles  The nurse I saw was lovely. Answering questions and explaining various relating issues  The operator gave me all the information I needed and answered all my questions  Superb service as always even in these testing times  The call achieved he required outcome  The nurse was extremely friendly and easy to talk to  Very pleasant and reassuring nurse. Easy to talk to. Although my appointment had been cancelled twice due to staff sickness and a mix up over when the nurse was in, the surgery were very apologetic and made every effort for me to get my injection as soon as possible  Because they are. Very efficient  Very efficient and smiley  Quick and efficient service  Friendly in these difficult times we are in  New patient questions. Very friendly and professional. Answered my questions and put my mind at rest  The doctor was very thorough and caring  I was seen quickly, I felt safe and the doctor listened and reacted quickly. Very good service. As always  Nurse Sandra Daisy was very professional and caring and it is always a pleasure to be attended by her |