**FRIENDS AND FAMILY TEST RESULTS**

**July 2019**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: 220**

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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 | **127** |
| Likely | **70** |
| Neither Likely nor Unlikely | **15** |
| Unlikely | **6** |
| Extremely Unlikely | **2** |
| Don’t Know |  |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?** |
| The new doctor to be very helpful and informative And may have finally got to the bottom of thing  The receptionist was charming but when we went in to the nurse we couldn't have the vitamin b12 injection as my mother needed a blood test, and the bloods for today had already been sent. So,we have to return on Monday. It is very difficult for my 91 year old mother to move. She also lives upstairs. In this day and age, a phone call beforehand should have been possible. The only good thing about the appointment was that we didn't have to wait.  I have always managed to be seen by either a Dr or Nurse and am happy with care provided  Still difficult to get GP appointments but things have improved and they are doing the best they can in the circumstances  Doctor showed a huge deal of compassion and concern for me and a genuine interest in my wellbeing. I feel supported and like I matter.  Staff are professional, caring and efficient. .  Excellent blood test not painful very pleasant and friendly nurse  Good friendly and sympathetic advice  Friendly and helpful but it seems hit and miss whether you can see a Doctor. I am self employed and work some distance away so any appointment means I lose a full day’s pay.  Based on today I’ve experience it is hard to think of something you could do better. Maybe more comfortable waiting room seating  Very helpful receptionists ,nurses & doctors. Its a good surgery  I’ve been treated very well and nurses very helpful and friendly. Everything one hopes for really. Staff very professional with a friendly approach to patients  Seen to on time, friendly and helpful appointment Service met expectations neither special nor poor  Because your health and well-being is important to them. The staff are all friendly and helpful. Easy surgury to use ,great staff ,nurses and doctors and good access (parking)  Always friendly service that goes above and beyond  I've never had a problem with the surgery. Everyone is helpful and courteous  Easy to have an appointment with the same doctor. Very thorough examination, every thing explained to me. He was thoughtful and caring. Couldn’t ask for more.  I always see a nurse practitioner rather than a dr and I can honestly say I have never been disappointed. They work extremely hard for very little thanks. Lots of people complain about the wait and not being seen instantly, but if you were that sick then you’d wait as long as it took to see someone. I try to see Andrea if I can and she is fantastic. She listens, she cares, she gives you her time and she always does the most she can to help. I can’t praise her or the surgery enough  Able to see doctor for emergency  The staff were polite and efficient and I did not wait very long . . . Well done  Prompt, friendly and efficient service and excellent after care | |