**FRIENDS AND FAMILY TEST RESULTS**

**May 2019**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: 66**

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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 | **34** |
| Likely | **19** |
| Neither Likely nor Unlikely | **5** |
| Unlikely | **4** |
| Extremely Unlikely | **3** |
| Don’t Know | **1** |

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| --- | --- |
| **Q2** | **What was good about your visit?** |
| I saw Debbie Sams as usual and she showed genuine concern and compassion, unlike the hospital.  Practice nurse Andrea was really good but she was rushed off her feet and I had to wait 40 minutes after my appointment time to see her.  You can very rarely get an appointment that day, and you can’t book for the next day, have to phone up the next morning and try again.  Very friendly and efficient nurse although I did have to wait fifteen minutes after my appointment time.  Polite staff helpful  Results of blood test given and change to medication explained thoroughly  Helpful cheerful receptionists always go the extra mile  Finally after 3 yrs nice Dr Rahman who I don't usually see offered me quartezone injection which I had today,I am very grateful as he nows genuinely I'm in serious pain Thank you very much"  All good, but fairly long appointment lead time and also a fairly long wait on the day  The nurse was running on time and was extremely kind and helpful with me having both my children having immunisations at once. She made the appointment very easy for me. Excellent service. Thank you.  Doctors very helpful and pleasant  Very happy with the service today. Other days I have felt too ill to reply. | |