**FRIENDS AND FAMILY TEST RESULTS**

**September 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 | **172** |
| Likely | **79** |
| Neither Likely nor Unlikely | **12** |
| Unlikely | **4** |
| Extremely Unlikely | **6** |
| Don’t Know | **1** |

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| --- | --- |
| **Q2** | **What was good about your visit?**  Surgery staff are ok, it's your appointment system which is suspect..it needs a radical overhaul  Helpful and competent staff Doctor was compassionate, caring and very helpful.  Pleasant manner and straightforward diagnosis and advice  Excellent, speedy treatment & next appointment booked for me. Doctor I saw was so lovely, kind and caring, she seemed interested in helping. I was seen on time and the nurse was very pleasant and gentle" Nurse was extremely patient and kind with my needle-phobic son - and got the jab done!  I just happy with the service I have received.  Never had any issues, therefore recommend without hesitation Today, experienced polite and helpful staff  I always find the staff be it Drs, nurses & receptionists professional, caring & helpful.  Very fast and efficient service plus nice people  Quick check in using computer and seen straight away  Attentive and professional. Referred on for further tests  Arrived early and was impressed with the staff giving full attention to getting things done with professional expertise and reducing waiting times. I have always had a positive experience at the Burnham Surgery  Very polite and efficient.  Efficiency and pleasant manner from the nurse and receptionist  Very confident in the GP and as she is a trainee she will review test results with her trainer. She takes time to explain even though she had had a very difficult morning. I was offered an appointment with a locum as reception knew she was dealing with a very sick baby but I opted to wait.  The GP I saw was absolutely brilliant. She listened & understood my problems. A real asset to any gp practice. I really hope the gp I saw stays with the practice.  Waited slightly over my appointment time. But was seen , treated very efficiently. Was listened to and answered all my questions. Receptionist very polite and helpful.  Registered with Surgery 24 years. Always pleasant and helpful.  The best appointment I have had. Extremely helpful, listened to all of my concerns. Very approachable and felt at ease I can't improve on the care and passionate afforded to me from all quarters of the surgery in these extremely testing times, thank you  It's a great caring practice.  No wait, easy to book, nice doctors  As a new patient I am impressed with the good professional service offered.  The nurse that did my blood test was very kind and friendly  Easy to obtain an appointment. Was seen within 10 minutes of appointment and was treated with care and understanding  No improvement needed  Received on the day appointment (which is unusual)  All questions answered to the best of there ability. Short wait Charming and friendly practice nurse  Everyone nice kind & efficient. Explained things well  I didn't have to wait in queue to check in, the waiting room is nice- clean and bright. The staff are all friendly and helpful.  Very understanding on the reason I missed my appointment. But very embarrassing!!  I rang the surgery at 8 am and got an appointment at 12 the same day. The doctor was very professional.  I have never had a problem with this surgery, always get appointments when needed, staff are helpful always  Nothing is too much trouble for the staff. |