**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: Feb 2023**

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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 | **314** |
| Good | **92** |
| Neither | **17** |
| Poor | **8** |
| Very Poor | **3** |
| Don’t Know | **0** |

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| --- | --- |
| **Q2** | **What was good about your visit?**  I booked in At reception and was guided to the nurses area. I sat for less than 5 minutes before I was called in for my blood test The doctor was very knowledgeable and sensitive  Because l have been treated with great respect and helped by so people to day  Got any appt reasonably quickly. Receptionist very polite & helpful. My Dr was helpful & understanding. Exactly what was needed  Excellent service. Friendly and efficient staff  No waiting in and out in under 10 minutes no stress no problems professional and helpful  Prompt in dealing with my ongoing problem  Staff and clinicians always polite and helpful  Staff very pleasant and appointment time kept  Thank you for the kindness l received from all the staff and Doctor  Was able to help with my query putting me at ease  He was patience and polite and listened to what you wanted to say  I was able to get the appointment I needed quickly and my doctor was thorough and explained things to me  I had a phone consultation with the nurse, the best option as I had contracted a chest infection and did not wish to share it with other patients and the staff. She listened carefully, asked straightforward, open questions, clearly understood my issues and decided a clear course of action. Her manner was friendly and pleasant throughout. Thank you  Thank you for the kindness l received from all the staff and Doctor  Felt like I was listened to and will go forward with a test to investigate the problem  I feel that I can rely on the Burnham Surgery to give me appropriate priority and effective diagnoses and treatment.  Receptionist very helpful and nurse caring and kind as usual  The receptionist was very friendly and helped me with a query that I had. The nurse was friendly and professional.  Although making a same day appointment is extremely difficult once you have achieved this the service is good  Wonderful service as ever at Burnham  Great team at surgery  Saw the nurse and trainee, both very cheerful and friendly- gave me very good advice re inoculations for travel, trainee gave me the injection, painlessly  The service they give at our Burnham Surgery is the best. The nurse dealt with promptly & booked several follow up appts to change my dressing. I will make some cakes for my next appt. They need praise not criticism  Everyone in the Burnham surgery, always tries their very best in my opinion to help me and I thank you very much  Staff have been very good to me since I moved to Burnham and I feel looked after  Immediate appointment given for my young son  Telephone enquiry perfectly dealt with  Doctor, who I had only met for the first time yesterday, was charming & efficient, & put me at ease after a very harrowing experience  On time, treated very well and came out feeling there was progress  Very easy to see GP who was exceptional  Fantastic staff got me dealt with very fast  Just sat down when name came up Dr was very informative and helpful  The nurse was kind and caring  Appointment was easy. Nurse was excellent and didn't even feel the blood test being done  The doctor was wonderful had the time to talk to me. Explained in detail my choices. Then we came to a conclusion.  Appointment on time and treatment discussed |