**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: July 2022**

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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 | **294** |
| Good | **110** |
| Neither | **10** |
| Poor | **10** |
| Very Poor | **7** |
| Don’t Know | **11** |

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| --- | --- |
| **Q2** | **What was good about your visit?**  Understandably you might have to wait a bit, but the surgery always delivers with a smile  Took time to explain things  Was helped with my problem with someone with a lot of knowledge  Straight in straight out very well organised  Smooth efficient appointment, dr kumar was detailed and attentive and a thorough check along with some advise about my hrt, overall excellent 5\*  Very efficient service and dealt with my issue very quickly and effectively.  Nice nurse who explained everything clearly. The injection was done without pain or fuss. Confidence giving  Although they were running a little late (10 mins), when I went in, the nurse was very friendly and reassuring. Talked me through what was going to happen and I was in and out in no time  I can't fault our surgery, staff, dtrs. Dispensary. Everyone always so helpful  Charlotte was very nice and professional. I don’t like having smear tests normally but was able to relax as she was chatting to divert my mind  Short waiting time and lovely member of staff. I have nothing but praise for this doctors surgery.  Prompt , polite, seen on time, all one needs really  Have never had a problem with the surgery. Get fed up with hearing people moaning. Service always polite and helpful  he Dr I saw was empathetic, and took the time to go through my symptoms and responded swiftly. Thank you  Pre-booked phone appointment was on time and positive. So perfect  I have been thoroughly examine and reassure as to why I have been feeling unwell. Also advise as to how avoiding a repeat condition accruing  Receptionist very pleasant. Nurse lovely very caring and professional  Kind caring staff  Appointment same morning for urgent complaint  A quick appointment and courteous attention by the prescribing nurse. Thank you  The doctor explained well did some tests and an examination and booked an xray  Easily got an appointment for today. Saw the practice nurse at the designated time. Agreed with my assessment of problem. Accordingly prescribed antibiotics and cream. Friendly rapport  I was pleased with the outcome of the conversation And know things are moving forward . Thank you  I needed an urgent blood test to check for DVT as I am flying soon and my surgery got me in immediately for which I am incredibly grateful  Difficult to get appointment, always running late, once in the nurse is really good  Staff were competent and polite. Process as a whole ran very smoothly and professionally  Really easy to book in and receive my blood test. Nurse explained the reason for the additional person in the room observing. All the staff I met were very polite, friendly yet professional. No waiting for my appointment. Very happy with the treatment I received  Apart from busy reception which is understandable at start of day everything went well. Used electronic check in which saved me waiting. Appointment on time GP superb, reassuring and giving me full information of his assessment, treatment and follow up if required. Prescription was waiting for me at my chosen pharmacy by time I had got there. Thank you  Receptionist explained that phone appointment time is only approx so be available either side of appointment time  Responded to my issue within an hour, subsequent message to say they’d arranged my prescription and I could collect. Incredible service!  Excellent, Saw Dr Rahman Tuesday, treatment on Friday and Physio booked fir three weeks time. Excellent, first class medical treatment  My visits are always a very positive experience. The service that I always receive is Very Good at my local Burnham on Crouch Surgery.... the Welcoming ladies on reception who are helpful and kind and my Doctor who  is always Excellent A Very well run Surgery...Thank you So much for the care I received |