**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: June 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 | **295** |
| Good | **95** |
| Neither  | **15** |
| Poor | **6** |
| Very Poor | **6** |
| Don’t Know |  |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?**Very pleasant receptionist and nurse lovely, gentle and caringBecause you have always been very helpful to meSo helpful and spoke in terms we could clearly understand and went above and beyond againBlood test - seen on time and a nice friendly nurseFollow up appointment after a blood test. Appointment timely and convenient. Results and feedback given regarding managing problem, and any future flare ups.The nursing were friendly, helpful, polite and very professionalBecause the doctor I saw was very thorough, and explained why l was receiving the medicationThe inr nurse today was most helpful as she always isThe service met my expectationsSame day appointment to see a doctor face to face and treatment booked fir two day later. Efficient and excellent serviceThe nurse was very professional in her approach to me and set me at rest whilst carrying out in the execution of her dutyThe lady who booked my daughter’s appt was really helpful and another lady in the team gave us a note to hand into school to confirm this appt if needed too. Both GPs we spoke to in our appt were really helpful and informative. Thank you allNurse was very careful and patient doing what she thought was the best thing to do, lovely ladyEfficient and helpful staff both receptionist and nurse. Gave me a mask as I couldn’t find mine. Went the extra mile to be helpfulSuch a lovely doctor who was so kind and helpfulVery helpful receptionists and doctors are wonderfulAsthma consultant was very good and through. Felt fully informed about my condition and treatmentThe appointment was easily arranged and I was seen at exactly the arranged time. The Dr listened to my concerns and checked my persistent symptoms and explained several possible causes. He arranged a follow up blood test and was very reassuring and professional. Arranging the requested blood test was early to arrange and the receptionist was very polite and helpfulManaged to get an appointment for my daughter the same morningGreat service with real attention appreciated. Visit 10 out of 10Staff and doctors always give first class care to patientsReceptionist listened to my issues with asthma and put me in for a same day appointment with Dr Rajesh. He listened to my concerns and I didn’t feel rushed. Excellent service. A lovely doctor. Thank you I am new to this general practice, whilst I cannot vouch for myself remaining permanently satisfied, so far, I cannot fault this local serviceI called for an appointment at 8.15am and saw the doctor at 11am. The doctor was friendly, sympathetic and professional. He gave me the impression he was interested in my problem and wanted to help me. Overall, l was very happy with my visitHappy with how quick I got appointment but not with the unnecessary 25min waitGP very helpful and understanding and sympathetic to emotionsI have never looked forward to be being injected so much. Was wary because of the amount of inflammation in the joint but it went like a dream. SO relieved and grateful not to have to travel to Broomfield. Appreciate Dr Rahmans skills very much. King of Pins!Charlotte, the diabetes Nurse was knowledgeable, thoughtful and professional throughout. I’ve never felt more at ease or looked after during an appointment.Everything was done well to the receptionist to the nurse. Clean and organised locationSeen on time. Receptions pleasant/ efficient. Nurse introduced herself. Had my records . Checks my details. Made sure I understood questions. Not rushed . The clinical room was clean and tidy. Reception area clean welcomingVery prompt appointment, very sympathetic nurse, excellent service. Have been a long term patient at this surgery and have noticed a dramatic improvement compared to 5 years agoThe whole experience of a kind and caring environment, from reception to the doctorVery well run practiceDoctor gave me good advise and instruction. The reception and pharmacy staff where also very helpfulMy appointment was cancelled due to nurse calling in sick but when I called up I became distressed as I needed blood test for hospital appointment and the lovely lady on the phone was extremely sympathetic, kind caring and made it possible for me to come in at an earlier time and she fitted me in.Fantastic advice and very thorough checks and conversation about my childEverything was top class service, compared to comments generally made about GP surgeries |