**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: May 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 | **289** |
| Good | **91** |
| Neither  | **22** |
| Poor | **10** |
| Very Poor | **9** |
| Don’t Know | **0** |

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| **Q2** | **What was good about your visit?**Didn't have to wait too long for recent blood test and was also able to book a face to face appointment with my doctor which is not too far away for a non emergency appointmentNice people very helpful. and my doctor is lovely and understandingOn time sympathetic excellent doctor As usual, just about on time for appointment a few minutes late but that doesn’t matter to me providing it is only a few minutes. Dr was great, he listened, talked through the situation and answered a few questions , prescribed temporary pain relief. Very happy, well I am now the pain has finally subsided. Thank you.My lovely doctor gave me all the information I needed and a referral to a specialist at SpringfieldEmergency appointment booked easily and I was seen by the Doctor with only a short waitKnowledgeable, professional and friendlyReceptionists always polite and helpful even when provoked Doctor was understanding of my situation and illness giving me sound adviceI requested an injection into shoulder and he made the appointment himselfProfessional. Extremely helpful and totally supportive in all respects. Doctors and Staff. An example of just how a practice ought to be runThis is the first time I have had a face to face with a Dr especially since my daughters dad committed suicide. Today I felt at ease although I have never had a problem with the surgery since moving here 26yrs ago. Brilliant serviceAlways get really the best treatment from Burnham surgeryGood service and my hand is much better. After the injunction. Receptionist are always friendly and very busy . Patients should be patient at timesSuch a lovely doctor, listened , really please thank and very easy to explain how you are feeling hope he staysAlways top class service at this Burnham surgery no matter what reason I've had to attendSaw practice nurse. Waiting was minimal. Was treated with courtesy & respect. Appointment was not rushedWaiting room not overcrowded. Dr is extremely professional and courteous. No intimidation and clear explanationsReception staff amazing as always. I arrived fully stressed, as I had been unable to park my car in the car park and had to park at a distance with a toddler who had had a tantrum and I had subsequently forgotten my mask. I apologised and was very thankful to be provided with a spare which saved me the added stress of the walk back (with child) to the car which would have made me late for my appointment. I suffer with anxiety and their kindness helped enormously. Thank youVery good doctor, thoroughly listened to my issues, and explained the medication I was prescribed , and what to consider later onI have recently had several experiences at this surgery and I have to say the service I received was exemplary... over and above any expectation I may have had... very very professional and caring... and long May it be so.... thank you allTrainee doctors with me, very thorough and professional. Doctor listened to me and was very helpful - hope to be sorted soon.Listened, made suggestions and agreed a plan togetherSwift genuine serviceThe nurse who changed my dressing was very professional & caring &amp; treated me with respect. Also, I was not kept waiting for my appointment.Appointment on time. Very efficient staff and Covid safeWaiting room distanced and airy with people wearing masks. Dr very helpful and knowledgeableFirst I was seen on time and by a trainee medical student and assistant which gave me the opportunity to explain all my woes and some input from. Then a few minutes later I then went in to see Dr. It was my first time seeing him, he was a good listener, he made me feel at ease and was very helpful arranging some follow up blood tests and X-rays. A very positive experience indeedI am relatively new to the surgery do still finding out how they process everything. Front desk receptionist very helpful - seating area well spaced and ventilated. I was called in ahead if my appt time for a blood test which was very helpful as time is precious to us all. Very pleased with the nurse, didn’t feel a thing. Overall a very satisfactory experience this timeThe nurse was very professional in dealing with removing the plaster, inspecting the damaged skin and replacing it with a new plasterSaw nurse for smear test. She didn’t rush and was careful to explain, as it’s probably my last, about keeping vigilant and raising any concerns in the future. A very positive experienceI have been 3 times to the surgery now and was really pleased with all 3 ladies I sawAll clinicians and reception staff are always very helpful and attentiveI never have a bad experience in the surgeryThe receptionist was very helpful and GP was professional and supportive"Such a Friendly Surgery, Everyone so Helpful A Good standard of Care . Thank youMy first face to face GP visit was excellent, my GP was thorough and offered me advice and put me at ease. The GP totally put me at ease to discuss the reason for my visit. |