**FRIENDS AND FAMILY TEST RESULTS**

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

|  |  |  |  |
| --- | --- | --- | --- |
| **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 | **352** |
| Good | **88** |
| Neither  | **16** |
| Poor | **7** |
| Very Poor | **11** |
| Don’t Know | **1** |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?** The consultation was in details and satisfactorySeen quickly, doctor did not rush me and was very pleasant and reassuringI had a blood test & flu jab...very nice professional nurse as we're reception staff.The nurse was very helpful and informative and gave me follow up advice should I need itBoth reception staff and nurse was so patient and friendly. Answering my queries and especially the nurse who made myself and my 4year old son (non verbal on autistic pathway) feel so at ease and comfortable. Each time I have to go I feel a little less worried, as I know they have time and understanding for usAlthough I had to spend a long time trying to get through to the surgery, when I did, I was able to see the doctor I wanted to see. I went into my appointment on time. The doctor I spoke to was very understanding and dealt effectively with my problem. She also undertook to provide me with some additional information which she has now doneVery quick and pleasant nursesNo delays saw nurse had flu jab and out in minutesEfficient and friendly phlebotomistDoing the best they can under extremely difficult circumstancesPunctuality, and a very warm and cheerful experienceAlways felt very looked after by my doctors surgery and find all the staff very friendly and helpfulBoth the nurse and assistant were first class in putting me at ease and they were very professionalVery helpful and cheerful staff especially under challenging timesGentle professional, knowledgeable. ExcellentThank you for the phonecall today. The doctor was so nice and caring and very helpful had patience with me when I needed time to understand I think we are are so lucky to have our n h s god bless you all. My doctors and receptionist are definitely the bestHelpful reception staff, lovely nurse who put me at ease (I hate needles) and my appointment was on time. BrilliantAppointment booked for 2pm. Got seen on the dot. Very professional nurse . Annoys me when all people can do is moan about surgery. Never had a problem in 17 yearsLovely people always very patient with me and have helped me lots and my doctor is the absolutely wonderfulFrom the Ladies at Reception into doctor pleased all good |