**FRIENDS AND FAMILY TEST RESULTS**

**April 2019**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: 62**

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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?** | Extremely Likely | **37** |
| Likely | **23** |
| Neither Likely nor Unlikely | **4** |
| Unlikely | **1** |
| Extremely Unlikely | **3** |
| Don’t Know |  |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?** |
| Nursing staff are very nice and considerateFriendly, helpful, done the job wellIt was easy to book in, and all the staff were very helpful.Efficient service and thorough consultation.Pleasant at reception and nurse goodDebbie was excellent - wonderful to be treated with such efficiency and kindnessThe staff are great and good fun. Some appointments have long lead times tho, up to 4 weeks.Appointment was on time, got text reminder, everyone so helpful and friendlyMine is not an urgent case and could therefore wait for an appointmentNot always easy to see same DrMy score is based on my appointment to see a Nurse, which all was conducted in a pleasant and efficient manner.I have in the past had problems getting an appointment which meant going with out my prescription for 4 days I feel you have improved your service but I do hear people who are not happyHelpful and friendly nurse , top marksEverybody was so helpful and attentive.The doctor was niceI have a b12 injection every three months the nurses are always very pleasant and generally on timeThe doctor identified my needs and resolved them. She was very pleasant and efficient.Mrs or Miss Rhodes who I saw was v good and was pleased with my treatmentAs surgeries go staff at reception friendly felt like a proper person with the doctor I saw |