**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: Jan 2021**

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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 | **247** |
| Good | **64** |
| Very Poor | **5** |
| Poor | **4** |
| Neither | **11** |
| Don’t Know | **1** |

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| --- | --- |
| **Q2** | **What was good about your visit?**The nurse took time in explaining the type of dressings I was given and how they would help me, very nice ladySorted my problem out AND another issue that has been going on for over a year and now has noticed it and started to deal with that for me aswellExcellent nurse CharlotteNice greeting, efficient and friendly nurse... In a place you would rather not be... they take good care of youAlways helpful and friendlyListened, found help quickly from Dr calling to tests and medication arranged. Test performed next day by a friendly and kind NHS professional. Thank you so much for being there for us all.Very efficient and helpful in difficult busy tomesFriendly service. Nurse was excellent, loads of information givenNurse was lovely and down to earth made me feel at ease and i didnt even feel the injectionShort wait and pleasant staffBoth the receptionists and pharmacists are often rude and curt and I often feel like I’m being treated as a nuisance. There also seems to be a communication issue between the doctors and the receptionists/pharmacists as blood forms/prescriptions are often not ready or information has not been communicatedAlways pleasant experienceBecause information was given clearly & advice was goodVery thorough and understood my concerns. Is addressing problems I have tried to explain to others for a long time (years)Excellent careReally friendly and efficient serviceVery efficient, good staffNurse Donna is so understanding about my fear of needlesThe nurse I saw was lovely. Answering questions and explaining various relating issuesThe operator gave me all the information I needed and answered all my questionsSuperb service as always even in these testing timesThe call achieved he required outcomeThe nurse was extremely friendly and easy to talk toVery pleasant and reassuring nurse. Easy to talk to. Although my appointment had been cancelled twice due to staff sickness and a mix up over when the nurse was in, the surgery were very apologetic and made every effort for me to get my injection as soon as possibleBecause they are. Very efficientVery efficient and smileyQuick and efficient serviceFriendly in these difficult times we are inNew patient questions. Very friendly and professional. Answered my questions and put my mind at restThe doctor was very thorough and caringI was seen quickly, I felt safe and the doctor listened and reacted quickly. Very good service. As alwaysNurse Sandra Daisy was very professional and caring and it is always a pleasure to be attended by her |