**FRIENDS AND FAMILY TEST RESULTS**

**June 2019**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: 60**

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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 | **38** |
| Likely | **21** |
| Neither Likely nor Unlikely | **1** |
| Unlikely |  |
| Extremely Unlikely |  |
| Don’t Know |  |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?** |
| Efficient and informative and speedyVery helpful doctorStaff are always helpful and friendlyNice and friendly and prompt appointmentAndrea the nurse practitioner is brilliant. She listens without interrupting which is a marvel in itself. I always feel she has understood any problems and is eager to help solve them. Lovely ladyFriendly and professional as usualMost of the receptionists are helpful, and any Doctor I have seen have been very thorough.Dr Rajesh has been caring & helpfulPromo and efficient service from the nursing staffI received a notice of my appointment which was helpful. I also had issue that was dealt with efficiently by the nurse in addition to the blood test, for which I attended the surgeryI just like my GP enormously, friendly, very caringThe Dr was absolutely lovely, she listened to me, showed concern & is doing something to help me.The making of on the day appointments does not support people who work away from the area and are already en route to work or at work at 8am"Very courteous Dr Kamlow Seen on time. Doctor listened and was caring. Happy with outcomeI am always satisfied with the treatment I receive and the politeness and help of the staff. Very polite and helpful which makes me feel very confident in all the treatment I receive either from the doctor and the medical staff including reception |