**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: September 2020**

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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 | **72** |
| Likely | **20** |
| Neither Likely nor Unlikely | **5** |
| Unlikely | **1** |
| Extremely Unlikely | **2** |
| Don’t Know | **0** |

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| --- | --- |
| **Q2** | **What was good about your visit?**  Reception staff very good Nurse excellent A very good local practice  Expertise, attitude and professionalism all A plus  Nurse was helpful and efficient  They were on time, the nurse was very pleasant and happy to see me  because service was excellent  Prompt, helpful and efficient service by both receptionist and nurse  Nice friendly people all good  C-19 restrictions followed and staff conscious of social distancing, whilst still providing a personal touch  "I was in and out within 15 minutes and the service was very good and, the staff were very friendly  The girls taking blood were very good  found that I enjoyed my diabetes appointment due to the pleasant and courteous nurse who saw me  Very helpful and the doctor really did care. Not only did I get two telephone appointments, I got a face to face one as well. Outstanding treatment especially in these testing times  No problem. Reminded by text of instructions to follow re Covid precautions  On time and good social distancing  Texts reminder for appointments in the surgery well laid out waiting room and no long wait  Listened and took appropriate action  Very efficient service, clear answers and good advice  Came in for diabetic check. Nurse practitioner very efficient as usual  Everybody very helpful  Excellent receptionist sorted out small problem. Excellent nurse very helpful  I saw a different doctor today and I found her easy to talk to and very helpful  got a good response from the surgery and my questions answered satisfactorily  Very kind nurse who treated me very well  Seen on time and out again very quickly  I am difficult to get blood out of & plebotomist did well to succeed  Friendly, personal touch as in asked how I was before why I was calling. Have been with the surgery for 32 years." |