**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 practiceExpertise, attitude and professionalism all A plusNurse was helpful and efficientThey were on time, the nurse was very pleasant and happy to see mebecause service was excellentPrompt, helpful and efficient service by both receptionist and nurseNice friendly people all goodC-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 friendlyThe girls taking blood were very goodfound that I enjoyed my diabetes appointment due to the pleasant and courteous nurse who saw meVery 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 timesNo problem. Reminded by text of instructions to follow re Covid precautionsOn time and good social distancingTexts reminder for appointments in the surgery well laid out waiting room and no long waitListened and took appropriate actionVery efficient service, clear answers and good adviceCame in for diabetic check. Nurse practitioner very efficient as usualEverybody very helpfulExcellent receptionist sorted out small problem. Excellent nurse very helpfulI saw a different doctor today and I found her easy to talk to and very helpfulgot a good response from the surgery and my questions answered satisfactorilyVery kind nurse who treated me very wellSeen on time and out again very quicklyI am difficult to get blood out of & plebotomist did well to succeedFriendly, personal touch as in asked how I was before why I was calling. Have been with the surgery for 32 years." |