**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: April 2023**

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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 | **281** |
| Good | **99** |
| Neither  | **12** |
| Poor | **10** |
| Very Poor | **8** |
| Don’t Know | **2** |

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| --- | --- |
| **Q2** | **What was good about your visit?**My glucometer meter broke and I had it replaced within 4 hours of me contacting the surgeryQuick, efficient, safe, all with a smileI always have had a good experience with the surgery. I got through quickly at 8am and the receptionist kindly got me an appointment 40 minutes later. Then Dr was very thorough and helpful as always. Thank you for all the staff for doing their best and keeping a great service under a lot of pressureAs usual, fantastic treatment by lovely staff. Well doneAlways content with my experience at the Burnham SurgeryExcellent always treated with respect and listened to very helpful with advicePolite staff but more important to me, I saw my own doctor and doctor of preferenceGot an emergency appointment , doctor was great with me , explained what I needed to know , examined me , gave adviceFirst time at this new surgery just moved to burnham very nice staff helpful nurse overall very happyBest surgery I have had in my 82 years on this planet ofAppointment was on time. My GP gave me a good explanation of my symptoms and gave me plenty of information to reassure me that all was well and prescribed something to ease my symptoms. He took time and I was very satisfiedSeen on time,Dr. Was engaged, listened to me. Felt comfortable , Really good eye contact. C heckled I was Ok with treatment planHappy receptionist. Excellent NursesPolite efficient caringAlways a great service and experience by attentive staffVery quick and efficient today had a very helpful receptionist that pre booked appointments needed for husband following an rta organised prescription for pain relief overall a good service todayThe Doctor called me and saved me coming to the Surgery. He discussed my symptoms and history thoroughly. He explained his diagnosis and recommended a course of treatment. The medicines were waiting for me at the pharmacyOn time. Polite and efficientDoctor kindly called me to ask if I could attend my 12.40pm appointment earlier which I didThorough appraisal and suggestionsAlways friendly and helpfulWas given comprehensive results of husband’s (who has dementia) recent blood test over phone with plenty of time to ask questionsDoctor appt &amp; reception staff help & assistance VERY GOOD appt 30 mins late so overall a score of good.Seen very. Quickly and good discussion on X-ray resultVery freindly and caring staffVery good and polite new what she was doingAppointment on time and dr very helpfulAfter persevering on the phone got the appointment I neededSeen on time. Both nurses were lovely, Very polite and friendlyExcellent personalised service as always.Automated regular assessment which accurately monitors my conditionVery good and first class s service many thanksStaff always friendly and kindVery satisfied with GPDespite early issues with the telephone system I subsequently secured an appointment and now have appropriate medication |