**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: Feb 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 | **222** |
| Good | **53** |
| Neither  | **3** |
| Poor | **6** |
| Very Poor | **4** |
| Don’t Know | **0** |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?**It was a telephone appointment, which was well conducted and quickly and simply dealt withI appreciate the help i have been getting from the surgery as i have bad anxiety and depressionPrompt service....and very friendly but professional nurseEfficient and pleasantPrompt service very professional"I was seen to on time and all Covid rules were abided by. All the staff were very pleasantGP was very caring and professionalDr Rahman was very patient with my 90 yr old husband. He listened to him and gave him a thorough examination which put my husbandâ€™s mind at rest. Dr Rahman showed compassion and understanding with my husbandInformed kind & attentiveMasks all worn. No long wait. Treatment very goodThe Nurse was chatty, looked at my burnt hand, did INR and blood test without a hitch. She was delightful and concernedDr Kamilow has been marvelous hes given me a steroid injection . And told me what else is wrong with me and put me on steroidsI was called in immediately. Saw a very nice nurse (Charley) very straight forwardVery good appointment Dr asked the right questions and he was very happy to helpThe doctor listened to me and came up with a solutionFast and efficient service. Nurse and reception staff aff very niceFriendly professional I felt safe and comfortableTurned up 20 mins. Early for an appointment that was fortunate to get at short notice. Directed to a seat in waiting room, was seen after a few minutes. Nurse very professional and reception staff helpful.was listened to and given advice, treatment for my problemCan never get an appointment, Drs seem to be using Covid as an excuse for not seeing people in personNeeded a blood test in a hurry was fitted in next dayPleasant and efficient staff and procedure fineSpoke to Linda regarding my COPD but I would like to thank her as she helped me with problems I have going out due to anxiety which causes more problems with my breathing. Very nice to talk to and has given me such good adviceLovely as always friends and efficientThe health care staff are amazing but the admin support staff are slow. The receptionists also need to be informed that their chat can be easily heard in the waiting room.The Pharmacist I had a telephone review with was very helpfulFriendly professional and put me at easeVery positive attitude as always concerning when get a text to ask you to make an appointmentI was seen straight away the nurse and receptionists always very polite and helpfulManaged to get an appointment within a few daysFriendly and made me feel relaxed as first visit to the surgeryEffective Efficient Empathetic |