**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: July 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 | **339** |
| Good | **105** |
| Neither | **18** |
| Poor | **5** |
| Very Poor | **15** |
| Don’t Know | **2** |

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| --- | --- |
| **Q2** | **What was good about your visit?**  Pleasant Reception staff prompt appointment with friendly Nurse and I didn't feel a thing  Procedure I was having was explained well and my questions answered putting my mind at rest This surgery is always helpful and drs are very. Attentive Nurse was friendly, professional and very likeable  Was sorted out and pills adjusted so was able to get in and out ok  Pleasant phone answer receptionist. Seen on time  She listened and gave me time. She checked me over and I am having a referral and a blood test- could not ask for more. Very satisfied  Everybody was very helpful they couldn't do enough and I would like to thank them all very" I had almost no waiting .Nurse was friendly and very efficient  Very good knowledge of my medical history . Answered questions thoughtfully and thoroughly . Good medical advise given and reassured they would message another member of staff regarding a hospital referral  Nice atmosphere in waiting area. The appointments were running on time. Professional and friendly staff  I would like to thank the receptionist for giving me an appointment this afternoon with the respiratory nurse. The consultation was excellent, extremely informative  Always friendly and helpful going from reception to the doctors and Linda respiratory is so supportive and can’t thank you all enough I have never had any problems with staff  Receptionist was very helpful, appointment was on time and problem dealt with immediately and satisfactory  ASTHMA REVIEW, THE MOST INFORMATIVE, KIND AND PATIENT , REALLY EXPLAINED WELL AND TOOK TIME TO UNDERSTAND, I FEEL I HAVE LEARNED SO MUCH , AND IVE HAD BAD ASTHMA FOR OVER 66 YEARS  Fairly easy to navigate the Patchs page  Receptionist was helpful, went in at my appointment time and Andrea was able to help me and I came away feeling much better  Reception staff welcomed me with a smile and my midwife who I was seeing was very friendly and welcoming" All staff were lovely  Had my health screening today - really good experience lovely friendly and helpful nurse - thank you so much  The lady that took my blood was fantastic. I'm nervous with blood tests but I had nothing but a positive experience today  Nurse very efficient, running to time, all good  "I've always had polite, promot, and unfaltering service from them, doctors, nurses and administration staff  The Nurses made me feel so relaxed as I was very anxious  Always a very positive experience at my doctors, respect and care given at all times by all staff, nurses and doctors.  The GP was polite, helpful, professional and friendly. Helpful and clear, have a solution and an alternative solution should it not resolve. Very reassuring  Everyone was very helpful  Doctor was very good and understanding and helped me with my affliction  The reason for my answer was because my appointment which was scheduled was on time with little waiting around.  Polite, efficient, cheerful  Staff are doing the best they can In these difficult times  I was seen immediately. The practice nurse was careful and courteous and did all the procedures I hoped to receive from this visit  The staff have been very helpful dealing with our elderly parents  I was listened too, everything was explained really well & considering the difficult subject, she was caring &; friendly which made it all easier to take in, comprehend & understand.  The speedy appointment and professional care saved a trip to A&E and meant the wound is healing quickly. Thank you |