**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: March 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 | **210** |
| Good | **63** |
| Neither | **9** |
| Poor | **10** |
| Very Poor | **5** |
| Don’t Know | **1** |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?**  Very efficient young doctor, involved me in diagnosis  On time usual good service and thorough  It was great!. there was even TWO NURSE'S on hand to pick me up  Very welcoming, pleasant and cheery nurse practitioner, I was made to feel at ease and treated with respect  Annual medication review. Completed quickly and efficient on the phone  The two nurses I saw had my best interests and my health at the core... they could see my blood pressure was high so they immediately gave me an ecg and set me up with a doctors appt. such lovely professional ladies. Thk you  Arrived for new patient visit with nurse. Only waited a few minutes and was seen by a pleasant lady. When I was finished I had a question to ask the receptionist and she was very helpful.  Super nurse and surgery  Felt in safe hands  Excellent treatment as usual  I got to see a doctor and sort out my problem  Receptionist check in was friendly & the doctor was very easy to talk to & answered all my concerns  The nurse I saw was lovely and very helpful she listened to me and gave me time to talk and ask questions I will happily see Debbie again  All excellent at Burnham Surgery  Staff always do their jobs well  Amazing service as always, going above and beyond, so polite and making you feel comfortable  Organised, polite, and efficient - the nurse I saw was friendly and relaxed and I didn't feel the needle at all when she took my blood sample  Excellent consultation with caring thorough Doctor  Good social distancing, pleasant nurse ,blood sample taken, no problems  Dr Ali is an excellent GP, empathetic and a good listener. Really seems to care about your concerns and explains what is happening  Staff always helpful, prompt and understanding  Everything was carried out efficiently with empathy  Felt very comfortable with the COVID spacing and and the receptionist very helpful  Took time to listen to my concerns. Very polite and friendly  Really appreciative of the top drawer support and advice at a difficult time from Dr Kumar and Nurse Charlotte Green. Real Stars.  Professional kind careful and understanding  The doctor was very very good and very grateful  Excellent communication skills, very knowledgeable and I now fully understand my medical condition and the way forward for me  I was seen straight away and Dr. Ali is always very helpful and efficient |