**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 diagnosisOn time usual good service and thoroughIt was great!. there was even TWO NURSE'S on hand to pick me upVery welcoming, pleasant and cheery nurse practitioner, I was made to feel at ease and treated with respectAnnual medication review. Completed quickly and efficient on the phoneThe 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 youArrived 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 surgeryFelt in safe handsExcellent treatment as usualI got to see a doctor and sort out my problemReceptionist check in was friendly & the doctor was very easy to talk to & answered all my concernsThe 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 againAll excellent at Burnham SurgeryStaff always do their jobs wellAmazing service as always, going above and beyond, so polite and making you feel comfortableOrganised, 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 sampleExcellent consultation with caring thorough DoctorGood social distancing, pleasant nurse ,blood sample taken, no problemsDr Ali is an excellent GP, empathetic and a good listener. Really seems to care about your concerns and explains what is happeningStaff always helpful, prompt and understandingEverything was carried out efficiently with empathyFelt very comfortable with the COVID spacing and and the receptionist very helpfulTook time to listen to my concerns. Very polite and friendlyReally 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 understandingThe doctor was very very good and very gratefulExcellent communication skills, very knowledgeable and I now fully understand my medical condition and the way forward for meI was seen straight away and Dr. Ali is always very helpful and efficient |