**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: May 2022**

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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 | **289** |
| Good | **91** |
| Neither | **22** |
| Poor | **10** |
| Very Poor | **9** |
| Don’t Know | **0** |

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| **Q2** | **What was good about your visit?**  Didn't have to wait too long for recent blood test and was also able to book a face to face appointment with my doctor which is not too far away for a non emergency appointment  Nice people very helpful. and my doctor is lovely and understanding  On time sympathetic excellent doctor  As usual, just about on time for appointment a few minutes late but that doesn’t matter to me providing it is only a few minutes. Dr was great, he listened, talked through the situation and answered a few questions , prescribed temporary pain relief. Very happy, well I am now the pain has finally subsided. Thank you.  My lovely doctor gave me all the information I needed and a referral to a specialist at Springfield  Emergency appointment booked easily and I was seen by the Doctor with only a short wait  Knowledgeable, professional and friendly  Receptionists always polite and helpful even when provoked Doctor was understanding of my situation and illness giving me sound advice  I requested an injection into shoulder and he made the appointment himself  Professional. Extremely helpful and totally supportive in all respects. Doctors and Staff. An example of just how a practice ought to be run  This is the first time I have had a face to face with a Dr especially since my daughters dad committed suicide. Today I felt at ease although I have never had a problem with the surgery since moving here 26yrs ago. Brilliant service  Always get really the best treatment from Burnham surgery  Good service and my hand is much better. After the injunction. Receptionist are always friendly and very busy . Patients should be patient at times  Such a lovely doctor, listened , really please thank and very easy to explain how you are feeling hope he stays  Always top class service at this Burnham surgery no matter what reason I've had to attend  Saw practice nurse. Waiting was minimal. Was treated with courtesy & respect. Appointment was not rushed  Waiting room not overcrowded. Dr is extremely professional and courteous. No intimidation and clear explanations  Reception staff amazing as always. I arrived fully stressed, as I had been unable to park my car in the car park and had to park at a distance with a toddler who had had a tantrum and I had subsequently forgotten my mask. I apologised and was very thankful to be provided with a spare which saved me the added stress of the walk back (with child) to the car which would have made me late for my appointment. I suffer with anxiety and their kindness helped enormously. Thank you  Very good doctor, thoroughly listened to my issues, and explained the medication I was prescribed , and what to consider later on  I have recently had several experiences at this surgery and I have to say the service I received was exemplary... over and above any expectation I may have had... very very professional and caring... and long May it be so.... thank you all  Trainee doctors with me, very thorough and professional. Doctor listened to me and was very helpful - hope to be sorted soon.  Listened, made suggestions and agreed a plan together  Swift genuine service  The nurse who changed my dressing was very professional & caring &amp; treated me with respect. Also, I was not kept waiting for my appointment.  Appointment on time. Very efficient staff and Covid safe  Waiting room distanced and airy with people wearing masks. Dr very helpful and knowledgeable  First I was seen on time and by a trainee medical student and assistant which gave me the opportunity to explain all my woes and some input from. Then a few minutes later I then went in to see Dr. It was my first time seeing him, he was a good listener, he made me feel at ease and was very helpful arranging some follow up blood tests and X-rays. A very positive experience indeed  I am relatively new to the surgery do still finding out how they process everything. Front desk receptionist very helpful - seating area well spaced and ventilated. I was called in ahead if my appt time for a blood test which was very helpful as time is precious to us all. Very pleased with the nurse, didn’t feel a thing. Overall a very satisfactory experience this time  The nurse was very professional in dealing with removing the plaster, inspecting the damaged skin and replacing it with a new plaster  Saw nurse for smear test. She didn’t rush and was careful to explain, as it’s probably my last, about keeping vigilant and raising any concerns in the future. A very positive experience  I have been 3 times to the surgery now and was really pleased with all 3 ladies I saw  All clinicians and reception staff are always very helpful and attentive  I never have a bad experience in the surgery  The receptionist was very helpful and GP was professional and supportive  "Such a Friendly Surgery, Everyone so Helpful A Good standard of Care . Thank you  My first face to face GP visit was excellent, my GP was thorough and offered me advice and put me at ease. The GP totally put me at ease to discuss the reason for my visit. |