**FRIENDS AND FAMILY TEST RESULTS**

**April 2019**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: 62**

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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?** | Extremely Likely | **37** |
| Likely | **23** |
| Neither Likely nor Unlikely | **4** |
| Unlikely | **1** |
| Extremely Unlikely | **3** |
| Don’t Know |  |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?** |
| Nursing staff are very nice and considerate  Friendly, helpful, done the job well  It was easy to book in, and all the staff were very helpful.  Efficient service and thorough consultation.  Pleasant at reception and nurse good  Debbie was excellent - wonderful to be treated with such efficiency and kindness  The staff are great and good fun. Some appointments have long lead times tho, up to 4 weeks.  Appointment was on time, got text reminder, everyone so helpful and friendly  Mine is not an urgent case and could therefore wait for an appointment  Not always easy to see same Dr  My score is based on my appointment to see a Nurse, which all was conducted in a pleasant and efficient manner.  I have in the past had problems getting an appointment which meant going with out my prescription for 4 days I feel you have improved your service but I do hear people who are not happy  Helpful and friendly nurse , top marks  Everybody was so helpful and attentive.  The doctor was nice  I have a b12 injection every three months the nurses are always very pleasant and generally on time  The doctor identified my needs and resolved them. She was very pleasant and efficient.  Mrs or Miss Rhodes who I saw was v good and was pleased with my treatment  As surgeries go staff at reception friendly felt like a proper person with the doctor I saw | |