**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: April 2024**

|  |  |  |  |
| --- | --- | --- | --- |
| **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 | **438** |
| Good | **135** |
| Neither  | **13** |
| Poor | **8** |
| Very Poor | **8** |
| Don’t Know | **0** |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?**Booking a Covid jab and receiving it today was handled very efficiently by the surgery My appointment was on time and very worthwhile. As a diabetes sufferer I was checked over and given advice on diet and living well . All in all well worth attending the appointment Excellent help and advice, all organised quickly because it needed to be, lovely staff, listened to me and did was was needed for my personal circumstances rather than just a generic approach, thank you very muchI used patches but got asked to call in to the surgery....yes there was abit of a wait however once thru the receptionist was incredibly helpful as I was unable to make some appointments due to my job....she was pleasant and didn't make me feel like I was a pain at all!! Although I felt like one . Had of my appointments today and I was looked after by the Nurse very well....thank you all for making it a good experience Nursing staff excellent friendly and extremely helpful. Unfortunately the Receptionist on booking appointment was in my opinion rude and dismissive. I am in a state of bereavement and was able to speak openly to my gp today, receiving compassion, support and understanding which helped immensely I attended the surgery for a blood test. Receptionists lovely as always and the nurse really lovely as well in and out in 10 minutes. But love our surgery , all plusses The phone system is now much better and I was able to get through very quickly and whilst knowing where I was in the queue rather than having to keep redialling over and over as before. The receptionist Melinda, could not have been more helpful and the Doctor was very kind and very patient. Respiratory Review with Miss Linda Leech following Asthma attack in January. Apt was on time, Miss Leech did a though review of the incident, including the ambulance report, plus she updated herself on my recent op. She took the time to carry out a check up and review my plan, and give management advice, plus issue medication. She also passed on helplful advice regarding a recent surgery, where others had been rather dismissive Consultation was on time. GP was very at tentative and was sympathetic to my frustrations. She talked at length about my symptoms. She did not make me feel rushed despite it being a long chat Reception staff really helpful & managed to sort out an appt. Andrea was lovely & sorted medication for meJust a well run practice The person I saw had a kind and understanding attitude. She listened and initiated testing to try to find out what is going wrong.Patch system worked really well with prompt contact from surgery staffYou have the best Doctor that one listens to does what he can to help and has an open mind whatever you pay him wages is worth more All the Docs and staff are 100% diamonds I know that it is very difficult to get blood out of me, as I have been a human guinea pig for cholesterol research for some years. In spite of this, she managed to get enough to fill 4 tubes for 2 blood tests to save me coming back again. Caring, gentle and polite. Can't rate highly enough After years off putting of a worry that may or maynot be medical and knowing how hard it is to get an appointment I walked in and asked and wow got one and yes it helped and hopefully getting sorted I was given a same day appointment. Dr was very positive and thorough, even calling on another Dr for a 2nd opinion. I left the surgery reassured The Burnham staff are always friendly, supportive and helpful. Reception were polite, quick and efficient, and it was a very easy experience Recently moved into Burnham on Crouch and asked to attend health check up with new surgery. Lovely staff who talked through the process.Early morn receptionist and nurse practitioner Dr very good but checking in receptionist was very rude could do with some manners |