**FRIENDS AND FAMILY TEST RESULTS**

**August 2019**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: 220**

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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 | **160** |
| Likely | **81** |
| Neither Likely nor Unlikely | **10** |
| Unlikely | **4** |
| Extremely Unlikely | **4** |
| Don’t Know |  |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?**Very helpful advice, patience and gentleness with giving injection.All seems professional whenever I visit and all staff are caringThey are as helpful as they can be given the challenges they faceVery good attentive consultation and my last couple of visits I felt cared forSuch a lovely dr . Always refers you if necessary. On the ball with everythingI had an appointment within a week of my request and was seen within 10 minutes of my appointment timeFelt as easy with the nurse as she reassuring as personal appointmentNo waiting about but would have been nice to get appointment earlierAlways been quite happy with the service and the staffReminders by text message very helpful, and doctor very understandingGood surgery overall.Had to wait a while but you were very busy and I didn’t mind the nurse was very good and caringReceptionist and nurse were pleasant, professional and helpful.Punctual, friendly, communicative.Lovely trainee doctor, no wait time, easy to bookThe staff try hard to helpDoctor was excellent listened to what I had to say and dealing with my problems. Receptionist was friendlyProfessional and friendly approach of the GPSo convenient in Burnham to be able to have a blood test at the surgery. I was seen on timeAble to get an appointment on the day and nurse practitioner was v helpfulGreat service from reception to go The GP I saw was benchmark Took time and fantastic patience Thank youMy experience is that they are proactive, professional, caring and exhibited an appropriate sense of humourUsually get good service, lovely staffI have had some bad experience but just lately nothing but good to say about the latest experience as a familyThe nurse done my sons pre school injections. She was very good at distracting him and also l making me feel calm as I was anxious about him getting upset. She filled me in on all the information about possible side effect etcI was seen by a trainee female GP who was easy to talk to who listened attentively and put my mind at rest by suggesting further tests. Very different to the attitude and demeanour of one of the GPs in the practiceI have always found the surgery most helpful, very obliging, and if possible the staff go above and beyond their duties.My visit this time was extremely helpful and the gp understood my needsAlways seen in a relatively timely manner, and treated with compassion.Polite helpful staff who performed their duties with a smile and an encouraging wordI have type 2 diabetes so I find the periodic check on my condition very important and any new treatment is vital to catch up with . I find Nurse B a very good and personable nurse who is easy to deal with.Nurse D explained all details before the smear and put me at ease. She carried out the procedure with care and my dignity was paramount to her. I was nervous but she put me at ease and it wasn't as uncomfortable as previous smears in the past with other nurses.Dr Rahman is very calming. I had steroid injection in my wrist today and I never felt a thing. And, I only waited a couple of weeks for this appointment. Very satisfied indeed. Thank you.Always room for improvementI saw the Asthma nurse, extremely helpfulFeel my doctor is doing everything to try and get to the bottom of my symptoms and I’m being listened toOrganized and reliable and made to feel welcomeNurse was very pleasant & efficient in dealing with my condition as well as reassuring. |