**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: August 2020**

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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 | **71** |
| Likely | **22** |
| Neither Likely nor Unlikely | **4** |
| Unlikely | **4** |
| Extremely Unlikely | **0** |
| Don’t Know | **0** |

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| --- | --- |
| **Q2** | **What was good about your visit?**I was seen very quickly in a face to face consultation just a few hours after calling the surgery. Excellent serviceVery through reassuring examination. The practitioner was very helpfulAlways had good service at this surgeryLovely Nurse, calm and followed all proceduresPolite and didn’t hurt while taking blood got it first timeVery friendly, caring nurse who put me at easeKind professional and competentAll staff very helpful since coming home from hospital after serious operation. Thank youI was greeted by the receptionist with a smile when she booked me in. The nurse was equally as goodThe nurse was very professional and friendly. Unfortunately, the computers were down for a whileVery efficient covid secure polite and helpful staff They are a great surgery and I moved here 3 years ago and compared to my old doctors they are 200% better in every aspect of care.No hanging about straight inn , sat and waited 2 minutes then seenAll very helpful and efficient despite computer system having major problemsReceptionist was pleasant and polite. Was seen straight away. Nurse was also pleasant and polite and gave pain free blood test."Was very pleased that the pharmacist contacted ME out of the blue to discuss my medication that hopefully can be reduced.Raj? was extremely thorough in going through my medication with me and answering any questions I had. And also arranged to speak to me a week later for an update on his suggestions"Because the person I spoke to was very informative and helpfulFriendly and made me feel comfortable to ask any questions I hadFelt like their only patient :) thank youI was late but they still managed to fit me inExcellent Covid precautions and friendly staffQuick call back, good outcomeBecause you did what you said you would on time and with a smileReception welcoming appointment on time friendly and informative information from doctorMade the appointment yesterday . Saw Dr on time , He was attentive and listened to my concern and advised on my treatmentMet a delightful nurse who helped make my day |