**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: Feb 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 | **279** |
| Good | **79** |
| Very Poor | **8** |
| Poor | **7** |
| Neither | **13** |
| Don’t Know | **1** |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?**Thank you to the receptionist I spoke to this morning about my Doctor appt was being done from homeSeems like a miracle cure on my shoulderPrompt appointment with my midwife, attentive careFriendly reception and nursesEasy check in on the keypad, appointment was on time, pleasant and efficient nurseThe doctor was very thorough and understanding and took time to explain everything to mePhoned answered quickly, matter dealt with quicklyThe telephone call was prompt and as usual Dr was very helpfulVery satisfied with my recent experience"Friendly, professional service always available and on timeHe was friendly and professional made me at ease. Felt he listened and will do the necessary referralAppointment was very much on time. Young doctor seemed very knowledgeable. He suggested a couple of tests just as a precaution. Test booked immediately at reception. Very thorough and kindGreat understanding of my problems and actionHappy with my visit today, would have been super happy with my visit - had the appointment been on time (give or take ten minutes)Unfortunately the nurse had to show me how to draw off some blood and inject insulin as part of the treatment for my high sugar levels. I found all of this hard to take in but the nurse was good at showing me how to do everythingAndrea is always pleasant, she listens and is very caring. Very helpful ladyVery productive discussion with the doctor, he was a good listener who heard what I was sayingWas not rushed, Linda Leach gave me a very thorough and informative appointment.Absolutely fantastic service. So happyVery pleasant staff and everything went very smoothly.Dr Kamlow explained the situation and listened to my concernsPrompt, efficient and polite service as ever from Bernie the diabetic nurseSandra Daisy was great once again and reception always helpful Dr Keith relates well to patients well . He went over my MRI with me and explained everything and I felt reassured, Dr Keith is really an excellent Doctor, Please thank him for meHad to wait 20 minutes continuously calling to get through - but managed to get an apt in good time and this was all satisfactory and the problem addressed quicklyAlways staff are pleasant and helpfulGreat understanding of my problems and actionIt was a good, hassle free experienceI was listened to and helped with my problem in a professional but sympathetic way. The dr explained why he was asking me the questions and what I needed to be aware of.excellent and very efficient service. friendly and helpful staff. GP was very professional. cannot find fault with anythingStaff consistently helpful and professionalVery thorough checks, listened to what was said and explained in easy terms. Very polite and put you at ease |