**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: July 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 | **74** |
| Likely | **24** |
| Neither Likely nor Unlikely | **3** |
| Unlikely | **0** |
| Extremely Unlikely | **0** |
| Don’t Know | **0** |

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| --- | --- |
| **Q2** | **What was good about your visit?**Smear went well best I’ve had. But reception hadn’t booked me in for the right thingPolite welcoming and super quickFriendly and efficient staffTelephone appt with the doctor was good and the nurse was very pleasant & helpfulWell organised and felt comfortableI was seen promptly and in a friendly mannerDr explained the procedure and follow up exercises. Very friendlyEfficient lovely telephone manorI like to give credit where it’s dueHelpful ,considerate and knowledgeableMy first experience with a video consultation and it was great! Really pleasedFriendly staff and try to do the best they can to helpMy appointment for the removal of two stitches was from start to finish over in ten minutes which was good and the nurse was pleasant and efficientSome confusion over face 2 face consultation and virtual which wasnt communicated well. Assumed telephone call but Nurse was expecting attendance. Otherwise good service as usualVery efficient and friendly. Excellent interaction with the Doctor. Covered all bases and got clear sound advice on tackling the issues and assurance of continuous follow-upProfessional polite friendly service made me feel at easeVery nice nurse sorted out my INR for me.Very happy with the whole experience Felt safe and comfortable and received excellent attentionAlways friendly staff, always make you feel at easeThe nurse was very friendly and took her time. I went in for a smear test and a blood test which she did with such great care, it wasn’t at all uncomfortablePleasant helpful receptionists, very efficient medical teamFelt safe inside, appointment on time as always, Staff very caring, didn’t feel a thing when had my blood test. Excellent Care thank youBecause it was efficient, helpful well organised and cleanDoctor was courteous, clear and precise during the visit |