**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** |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?**  Smear went well best I’ve had. But reception hadn’t booked me in for the right thing  Polite welcoming and super quick  Friendly and efficient staff  Telephone appt with the doctor was good and the nurse was very pleasant & helpful  Well organised and felt comfortable  I was seen promptly and in a friendly manner  Dr explained the procedure and follow up exercises. Very friendly  Efficient lovely telephone manor  I like to give credit where it’s due  Helpful ,considerate and knowledgeable  My first experience with a video consultation and it was great! Really pleased  Friendly staff and try to do the best they can to help  My 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 efficient  Some confusion over face 2 face consultation and virtual which wasnt communicated well. Assumed telephone call but Nurse was expecting attendance. Otherwise good service as usual  Very 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-up  Professional polite friendly service made me feel at ease  Very nice nurse sorted out my INR for me.  Very happy with the whole experience  Felt safe and comfortable and received excellent attention  Always friendly staff, always make you feel at ease  The 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 uncomfortable  Pleasant helpful receptionists, very efficient medical team  Felt safe inside, appointment on time as always, Staff very caring, didn’t feel a thing when had my blood test. Excellent Care thank you  Because it was efficient, helpful well organised and clean  Doctor was courteous, clear and precise during the visit |