**FRIENDS AND FAMILY TEST RESULTS**

**March 2019**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: 158**

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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 | **83** |
| Likely | **59** |
| Neither Likely nor Unlikely | **9** |
| Unlikely | **4** |
| Extremely Unlikely | **3** |
| Don’t Know |  |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?** |
| Personnel on all levels great. Getting the appointment can be a challenge  Friendly, thorough, approachable, reassuring. listened. Everything you hope a Doctor would be!  Excellent attention and treatment from Dr Rahman.  good service, pleasant receptionists  Greeted with a smile, procedure explained and also asked if I had any other concerns with my health. Treated like a human being rather than feeling subservient. On this occasion very happy.  Normally get an appointment when needed. Am worried with all the new peopl Normally get an appointment when needed,but am worried that wont happen when all new housing is occupied.  The GP we saw was excellent. Took time to speak to my daughter about her symptoms and explained why she could and could not have certain medications  Friendly and efficient  I was seen immediately, ahead of my appointment time. Doctor was very thorough and carefully explained everything. I was asked to take a blood test as soon as possible - this was arranged by the surgery for the next morning AT THE SURGERY. A follow-up appointment with the doctor was then arranged for as soon as the blood test results were due. Excellent service!  Nurse was very knowledgeable and reassuring, excellent  Nurse was very helpful and friendly and also handled my naughty boys with patience  Nurse was superb but my problem was not her usual remit. But she was excellent  Friendly staff nice environment  I was very nervous about my daughter having her 12 month jabs, but the nurse was very organised, calm and in control, and the whole process was absolutely fine and i was very relieved  No waiting time for once and the trainee GP was very professional, communicated well with my children during their assessment and spoke to the children directly  Excellent service from Bernie, very informative and supportive  Much easier and nicer experience getting an appointment, receptionists seem happier. The doctor was kind and understanding. I can see a huge improvement this time. I was thinking of changing surgeries but am happier to stay.  The doctor was very kind and helpful and has made me an appointment with a nurse practitioner to get me started on my treatment  Considerate and professional help when it was needed, much appreciated.  The only reason I didn't select excellent is because I find there is always a long waiting time, appointments never run to time.  I had an emergency appt today and the new trainee doctor was fantastic as are the staff at Burnham on Crouch Surgery  I always get perfect and friendly service from all the staff.  Brilliant reception and nurse staff  Receptionists r very helpful. Nurses r nice they treat u like a human being  Reviewed medication, prescribed alternative tablets, organised a scan, - all as required.  Personally I am always treated well ,receptionists very friendly & polite however unless you take up an emergency appointment you will not be able to see a GP for about 3 weeks  Very friendly and efficient staff, the nurse was very welcoming and managed to get me a walk in clinic appointment immediately.  I was treated like a person and not a statistic or money maker  Saw Mel (nurse) she was very thorough, caring and helpful  Linda Leach was top class  Very pleasant Doctor, nothing was too much trouble.  Got the appointment I asked for when I rang this morning. Went in on time and had excellent service from the doctor that saw me.  Firstly, you’re conveniently close, & the medical expertise that I’ve received has invariably been first rate  Appointment time good, doctor Kamlow took time to explain  Very helpful and patient nurse who answered my queries, felt she was concerned. Promptly seen at appointment time.  Booking a appointment around normal working hours is hard work. The actual service from the doctors has been good in my experience though. Thanks  Excellent GP Dr Rajesh and the young lady on GP placement was excellent too  Was made to feel very much at ease. No complaints.  The young Dr I saw was professional, thorough, very kind & put me at ease. I was extremely impressed  Despite past experience I’ve recently been seen promptly or very soon after my appointment time.  All staff are helpful and polite.  I got an early appointment on a Monday morning. I was seen by a GP who arranged an immediate ECG test and saw me shortly after to discuss the result and take action.  Just a good experience all round, receptionists excellent, my injection was carried out with no pain | |