**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: October 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 | **236** |
| Likely | **72** |
| Neither Likely nor Unlikely | **7** |
| Unlikely | **5** |
| Extremely Unlikely | **4** |
| Don’t Know | **0** |

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| --- | --- |
| **Q2** | **What was good about your visit?**All good, very friendly, made me feel at easeExcellent advice prompt serviceCare of all personnel at Burnham surgery is excellent especially in these strange circumstancesOn time, staff excellent at reassuring my child while he had his vaccination. Very efficientThe nurse was thorough, friendly and reassuringThe GPS are kind and helpful. The problem in the government’s chronic underfunding and politicisation of the NHS. Shame on them."Dr Ali is a GP that actually listens to you. Very caring and easy to talk toVery thorough, professional ,confident and friendly. Thank youSafety measures were adhered to. Appointment was on timeEntirely professional. Very engaged with my problem. Pleasant manner. Felt very safeHad a telephone consultation with my asthma nurse who gave me all the time I needed. A thoroughly professional approach and much appreciatedProfessional and helpful staffSurgery is well spaced out patients are minimal and I was seen in a timely mannerEfficient, helpful and considerateExcellent standard of explanation for my reviewAlways helped with any problems I have had and very polite and friendly The surgery staff are always friendly and helpfulVery professional and informativeEverything like a clock work Friendly and considerateAnswered all questions and was very interested in me as a patient. Very reassuringExtremely helpful, polite, caringWent straight in and appointment was well on timeThe receptionists booking my appointment and on the day were friendly and courteous and the practice nurse was very friendly and prompt with my appointmentI was seen straightaway in a safe environmentBecause the doctors are doing a good jobEfficient and safeThe nurse really listened to me while I’m feeling low, I also got seen on time , and reception girls lovely as alwaysDidn't have to wait long and had doctors question ready to ask me so saved another appointmentThe staff were friendly and helpfulWas polite helpful and I felt safe |