**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: Dec 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?** | Very Good | **218** |
| Good | **81** |
| Poor |  |
| Very Poor | **8** |
| Neither | **10** |
| Don’t Know | **1** |

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| --- | --- |
| **Q2** | **What was good about your visit?**  Flu injection was on time, painless and informative  All very clean and organised every one with mask and there was no waiting  I dislike the new process of phone in appointment requests and phone in surgeries. Albeit this appointment was a simple blood test  Telephone review carried out promptly and efficiently  Prompt, no waiting, seen on time. Nurse very professional  Only had to wait a little while. Staff very professional  Friendly efficient receptionist. Brilliant nurse who gave me my flu jab. I’m needle phobic. She put me at ease and I didn’t feel a thing  Reception welcoming.... Appointment impressive with time taken and after care  My appointment went well ,on time the nurse was friendly and efficient and everything was cleansed and socially separated  I’m nervous of injections and the nurse was so so calming and careful I didn’t feel a thing. Can’t tell you how relieved I was. Many thanks  The nurse was very polite and friendly & the appointment was on time  On time, quick and professionally done  Surgery was covid secure, polite receptionist, nice nurse  The staff were polite and efficient  Quick visit no waiting around  Bang on time. Friendly. Informative and professional  I was treated very well  Nothing to complain about  Prompt service with a smile during difficult times  Credit where credit is due  Very well organised, no waiting around  Had no problem getting the blood test necessary to continue my medication. Medication was still available in the meantime. Only waited a few minutes to be seen by the nurse, who was friendly and professional  Each visit is a gift from the NHS we should all appreciate and be thankful we have this privilege  Due to Covid19 and social distancing, we were not sure who was queuing for pharmacy and who was queuing for GP receptionist  Very well organised- felt safe  On time polite professional service  Very efficient and very quick. Kind nurse too  Felt safe  Very knowledgeable and friendly  The staff are always polite & professional  Appointment on time, very good service from nurse  Excellent care  Caring and considerate treatment helpful and friendly  Seen promptly Felt all issues dealt with well Excellent communication Offer of a follow up visit very reassuring  Good history taken, thorough examination, Good explanation. Follow up arrangements made |