**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: Dec 2022**

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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 | **258** |
| Good | **63** |
| Neither | **4** |
| Poor | **2** |
| Very Poor | **10** |
| Don’t Know | **3** |

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| --- | --- |
| **Q2** | **What was good about your visit?**  My son received the best Asthma care and follow up he has ever had. Reception staff were attentive and helpful.  Because I phoned the surgery, got a telephone appointment with the Nurse who phoned me when promised, asked me a relevant questions and prescribed me accordingly. So great job by Burnham Surgery and thank you  Seen on time with a smile. A professional examination with an explanation and treatment Thank you  Amazing service from reception and medical staff  Listened to my symptoms. Asked all the right questions. Prescription on the way plus advice if further symptoms occur. Very pleasant consultation. Thank you  Help from GP was excellent and fast service from Receptionist was helpful and courteous only reason for not marking excellent overall was waiting time for a telephone GP appointment demonstrated a shortage of Doctors hours. ( not Doctors)  Because all the staff are very good and deserve double pay  The Dr was very understanding and patient with both my baby and me. He explained everything very well and repeated instructions to ensure I knew what I had to do and what to look out for. He also took the time to phone me the following day to check how my baby was doing. Very caring and reassuring at a worrying time  Was seen on time and had my blood test . In addition the back reception staff picked up on a letter from a consultant re my husbands medication and sorted it out for him . Excellent service , Thankyou very much  I have ASD and going to a doctors makes me extremely nervous as i am expected to communicate. The nurse made me feel very relaxed. Also, she came in person to call out my name instead of the dreadful beeping monitor (that feels like waiting for an execution). Seeing a doctor/nurse coming gives me time to prepare myself, i can breathe to relax and there is no unpleasant noise to stress me. Very HUMANE, ASD friendly approach!  I was able to obtain a same day appointment with a GP who was efficient and had a very pleasant manner. A diagnosis was made. I had a blood test this morning and didn’t feel a thing the nurse was superb I also spoke to a receptionist who was very helpful  The nurse we saw was very pleasant and talked my daughter through her injection ; insuring that she was fully relaxed and she understood what was going to happen  Concise. Friendly . And explained everything  Warm, polite and helpful service  Our doctors and nurses are lovely caring people. I cannot fault our brilliant surgery.  No wait, friendly and busy nurse. Painless blood test. Informative chat. Reception was easy and welcoming too.  Friendly comprehensive, it was so helpful having blood test somewhere other than hospital  Very helful and i got an appointment when i needed it  Very helpful reception and nurse  The doctor was a lovely man and patient  Precise, supportive, engaged, excellent follow up with other people and kept me informed  A very pleasant young lady, professional and courteous  I was seen promptly by the nurse and dealt with in a professional way  Efficient fast friendly  Happy with my appointment today  Helpful staff, young lady made my pneumonia injection so easy  Reception staff excellent but understaffed to deal with telephone calls Nurses competent and helpful new / newish Doctors painstaking and interested in patient  Got an appointment same day. Thorough examination, advice given and request for blood test recommended  Very efficient, understanding and very good service  Very nice efficient nurse  Nurse was polite friendly and professional  Staff were polite and appointment was on time |