**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: Feb 2021**

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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 | **222** |
| Good | **53** |
| Neither | **3** |
| Poor | **6** |
| Very Poor | **4** |
| Don’t Know | **0** |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?**  It was a telephone appointment, which was well conducted and quickly and simply dealt with  I appreciate the help i have been getting from the surgery as i have bad anxiety and depression  Prompt service....and very friendly but professional nurse  Efficient and pleasant  Prompt service very professional  "I was seen to on time and all Covid rules were abided by. All the staff were very pleasant  GP was very caring and professional  Dr Rahman was very patient with my 90 yr old husband. He listened to him and gave him a thorough examination which put my husbandâ€™s mind at rest. Dr Rahman showed compassion and understanding with my husband  Informed kind & attentive  Masks all worn. No long wait. Treatment very good  The Nurse was chatty, looked at my burnt hand, did INR and blood test without a hitch. She was delightful and concerned  Dr Kamilow has been marvelous hes given me a steroid injection . And told me what else is wrong with me and put me on steroids  I was called in immediately. Saw a very nice nurse (Charley) very straight forward  Very good appointment Dr asked the right questions and he was very happy to help  The doctor listened to me and came up with a solution  Fast and efficient service. Nurse and reception staff aff very nice  Friendly professional I felt safe and comfortable  Turned up 20 mins. Early for an appointment that was fortunate to get at short notice. Directed to a seat in waiting room, was seen after a few minutes. Nurse very professional and reception staff helpful.  was listened to and given advice, treatment for my problem  Can never get an appointment, Drs seem to be using Covid as an excuse for not seeing people in person  Needed a blood test in a hurry was fitted in next day  Pleasant and efficient staff and procedure fine  Spoke to Linda regarding my COPD but I would like to thank her as she helped me with problems I have going out due to anxiety which causes more problems with my breathing. Very nice to talk to and has given me such good advice  Lovely as always friends and efficient  The health care staff are amazing but the admin support staff are slow. The receptionists also need to be informed that their chat can be easily heard in the waiting room.  The Pharmacist I had a telephone review with was very helpful  Friendly professional and put me at ease  Very positive attitude as always concerning when get a text to ask you to make an appointment  I was seen straight away the nurse and receptionists always very polite and helpful  Managed to get an appointment within a few days  Friendly and made me feel relaxed as first visit to the surgery  Effective Efficient Empathetic |