**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: Jan 2023**

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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 | **348** |
| Good | **117** |
| Neither | **14** |
| Poor | **4** |
| Very Poor | **3** |
| Don’t Know | **3** |

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| --- | --- |
| **Q2** | **What was good about your visit?**  Very good service  Got appointment swiftly and great service  Appointment on time, doctor was very helpful and listened to my concerns  The nurse was very polite, and explained things well. She took time to listen and decide options to help me  I saw my GP explained my issue was spoken to like an adult and we agreed on a course that would enable me to take the medication without it making me feel ill  Both attending nurses were excellent they put me at ease and were very professional. I have see 4 different nurses and they without exception both a credit & an asset to the practice  Absolutely Fantastic. Doctor was so good, explained everything to me. Receptionists were so lovley too. Perfectly run Doctor's Surgery. Thank you  I am always very Thankful for the care that I receive from the Burnham on Crouch Surgery Team...The Doctor that I spoke to today was outstanding with his Advice and help with a procedure I had on Sunday at Broomfield Hospital ...It is an emotional time in my life and he guided me through my fears and concerns and I am so very grateful beyond words Thank you so much  Kind polite and friendly staff, fully explained about trainee in the room and procedure I was there for. Made me feel at ease and gave me confidence in theirs abilities.  Seen on time. Staff friendly. Surgery clean  Nurse conducting my appointment very helpful and informative. During appointment, I had a bad turn of health: said nurse acted quickly, got staff to assist and contacted a relative to ensure I got home safely. Doctor who assisted this episode ensured extra tests to be conducted and follow up appointments to check health. Great service today."  Longest wait but it appears the person in front of me had quite a long appointment and that's what you want, if the doctor gives you the time you need which when it was my turn happened very helpful very thorough and actually what you usually expect and get at the surgery  From entering the surgery the reception staff and the nurse I visited were welcoming, friendly and helpful. I am always happy with the service I get from Burnham surgery  A bit difficult to make appointment but excellent service from GP who went through my concerns, checked me over and gave helpful advice  Reception staff ensured I had an urgent appt with my GP to take my treatment forward quickly. Then sorted a blood test the next morning  I was able to get the appointment I needed and my asthma nurse is brilliant  I went for one appointment and to save coming back the next day for an appointment i had booked they kindly fitted me in with a nurse that didn’t havn’t anyone with her at the time couldn’t not fault the nurses or the surgery very satisfied with the care i received today  The staff are excellent, I cannot fault the practice as they have always gone over and above to help me.  The asthma nurse we had was very thorough and spent a lot of time with my son  Everyone working at the surgery are extremely busy working hard. I have nothing to complain about.  Reception very pleasant and medical staff very efficient  Always a good service, on time and good to see the doctor I wanted  Same day appointment following long weekend closure  Dr took time to examine me and was reassuring, as usual  All staff were efficient & professional  Very thorough and listen to what I said  The nurses were very efficient and friendly Different class yet again A1 5 \*\*\*\*\* |