**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: June 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 | **219** |
| Good | **72** |
| Neither | **7** |
| Poor | **8** |
| Very Poor | **7** |
| Don’t Know | **1** |

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| --- | --- |
| **Q2** | **What was good about your visit?**  Friendly informative staff, who always take the time to make my non verbal autistic child safe happy and comfortable. It makes what could be a stressful appointment into an easy appointment, which I am Very grateful for.  The receptionist was very helpful arranging an appt for me. The Dr read previous notes on the system & advised on next course of treatment. Advised to return to discuss how effective the medication has been  Seen on time and they were all really nice. From the receptionists to the nurse  Very efficient and thorough. A very caring attitude towards my health and wellbeing  Thank you for a smile and expert treatment. Were lucky.  Excellent service. So kind professional and helpful. So lucky to have a surgery in our town  I was in and out before my blood test appointment time. Very professional, a very good experience.  The doctor was very professional in the way they examined me and answered my questions. They gave me confidence in them, offering to investigate the non-urgent question they were unable to answer and get back to me. I could not have wanted more.  Ease of booking, polite efficient staff and excellent Doctor  Felt very nervous about my injection was made to feel relaxed and positive when I left the surgery thank you  Used the booking in system in the surgery for the first time was in and out had my blood test in 10 mins brilliant  All the staff were very understanding and calming as I was very worried and emotional  Good, professional and clear advice given in a pleasant manner  Appointment time was spot on. Lovely, friendly and bubbly nurse explained everything that I needed to know. She also explained if I needed more information or queries or if I do not receive results she can be contacted to help out.  I was seen at the time of my appointment and the GP answered my queries there and then and arranged a blood test to ensure that I am on the correct level of medication for my needs  First meeting, but listened & arranged blood test. Helpful, caring attitude  Very helpful reception and nursing staff.  Short waiting time. Good knowledge and friendly attitude. Quick to order follow on examination  No waiting and blood taken within minutes Nurse very friendly with good expertise  Very prompt appointment. Professional nurse who was very friendly and made me feel at ease  I did not have to wait long to go in to see my GP. She was exceptionally polite, patient and helpful. She took time to listen to me  Excellent efficiency of service from booking to blood test  The nurse I saw was very good buy reception staff can be very moody and abrupt  Very helpful reception and nursing staff  GP has always given great advice and us always very helpful and kind  Same day appointment and seen on time by the doctor  Really good the staff always helpful and so friendly I'm always treated very kindly and looked  after and I know they are so busy thank you all Felt very relaxed and happy  Very professional excellent service to the point where you feel at ease  Great . Clear explanations, answered questions |