**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: Nov 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 | **485** |
| Good | **141** |
| Neither | **10** |
| Poor | **8** |
| Very Poor | **9** |
| Don’t Know | **0** |

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| **Q2** | **What was good about your visit?**  Receptionist listened to problem. Booked telephone appointment (very happy with that). Efficient service. GP listened to me. Prescription sent through to correct pharmacy. Couldn't expect more from the surgery. Perhaps the only criticism is that I had to ring 89 times before getting through  Staff polite and helpful. Appointment on time  I am in a mobility scooter and it was easy to get in  My needs were routine and simple and therefore easily dealt with. I was impressed that in addition my BP was checked  Always a great service from Burnham surgery. My last three appointments with nurses have been spot on time. Lovely staff. Can’t fault them  A thorough examination and time taken to explain treatment. As usual  Receptionist extremely helpful & managed to find me a same day appointment. Dr listened & reassured me . Excellent service thank you  DR took her time, listened and was informative. Rang at 8 a.m. for an on the day appt and reception staff also very polite and helpful  Burnham Surgery gives a very good service. Nothing is too much trouble and everyone at the Surgery treat people with respect and care  As always they are all 100 percent always great team xx  Telephone appointment which when practical is far better, no hanging around. Dr was very thorough, very informative and very pleasant. Follow up apps and blood tests explained and booked  Opposing experiences - getting through for an appointment is appalling (I finally got through to my surgery on the 40th call). However, the staff on reception were friendly and polite - and the nurse I saw was excellent. It's just a shame the system has become so poor - lack of funding to our NHS is an ongoing outrage  Receptionist was very understanding and quick to solve my problem, and the nurse was very helpful  Lovely people at the reception always helpful and i have the most amazingly wonderful doctor  Staff went above and beyond to accommodate me. The appointment was on time and the procedures carried out painlessly and professionally and with a very friendly manner. Excellent  Friendly helpful staff and nurse practitioner as always very good. Lovely surgery and I have never had a problem getting appointments when needed having lived in burnham for 49 years Went in for a smear test which unfortunately didn’t happen due to other medical reasons which the nurse had also gone through. She was absolutely amazing and gave lots of reassurance. I left a lot more positive. Thank you  I have never had a bad experience with the surgery always had great service the receptionist are great  Very organised production line for COVID/flu jab. Despite the heavy workload lovely staff doing the inoculations  Excellent care. Great management of lots of people. Great reminder service  Despite the fact all the staff where having to process large numbers of people it was faultless  Having worked for many years in a GP surgery, and through many flu clinics, I found it to be well organised, quick and efficient, group effort, well done guys  Been at the practice since age 11, now a mere 58, seen lots of changes over the years of course. My GP today took time and made effort to engage with me relaxing chat while a nasty injection was given to me. I sincerely appreciated the calm approach and effort.  Starting with a friendly and efficient receptionist, my blood test was very efficient and I was offered the flu jab while I waited rather than another appointment I had just booked. Still left the surgery within 10 minutes. Thank you for the welcoming and efficient service.  Doctor and receptionists lovely with my son and I  Polite efficient staff and very professional nurse  Well organised very prompt , also helpful & informative  Nurse was so polite and put me at ease  Seen on time and the doctor was thorough and caring  Promptly seen for appointments. Listened to by GP and appropriate treatment |