**FRIENDS AND FAMILY TEST**

**RESULTS**

**MONTH: February 2020**

**Total= 80 Responses**

**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Extremely Likely- 55 68%

Likely- 11 13%

Neither Likely or unlikely- 2 3%

Unlikely- 2 3%

Extremely Unlikely- 7 9%

Don’t Know- 3 4%

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| Polite staff and doctors |
| [1/2] Depressing videos on screen in waiting room. dr always seems in a rush - not all ! feel railroaded in to their  decision not mine come out feeling annoyed |
| [1/2] The doctors and nurses in this practice are the best. They care about their patients and their families. They  are there for you and do the best possible |
| Friendly |
| Exceptional service provided by courteous professional staff |
| I find it a really easy practice to get appts and be seen. And a very reasonable practice to deal with. Also the staff  are lovely |
| [1/2] She scores highly due to being highly professional n good at her job |
| It was a another doctor yet again willing to me so i would always tell any body go to my doctors beryl |
| The staff are really helpful and you get answers and treatment what you looking for |
| Very good staff wonderful Doctor's |
| When ever I visited the Surgery I have been locked after well. |
| It's a fabulous doctors all staff doing a great job thank you everyone x |
| Its because Dr perveen is a fantastic doctor! |
| [1/2] Helpful nurses especially new nurse who really went out of her way for me today, and the actual surgery  drs perveen and hassan, other dr just let's the s |
| It was a quick check up with the doctor but wanted blood test they gave it an appointment again for week  after that's long way to go |
| [1/2] The nurse who treated me yesterday (13/02/20) for my smear was so friendly and very professional.  A smear isn't the nicest experience but she made me fee |
| [2/2] here it's easy to reach and all the staff should be trained to be able to open it fast and effectively not  just the clinicians |
| Quick service and polite staff |
| Caring staff |
| I have always been treated good |
| Excellent doctor. |
| Some staff is friendly and understand our needs but some not and some time we are facing such situations  first time that we need proper guidance and comfort ... |
| Excellent doctors, nurses I feel well looked after |
| Total knee replacement and dvt complications no phone call or visit to see how doing |
| It has very good staff doctors and nurses. |
| Very good |
| Because the doctor didn't listen to my needs my symptoms x dismissed what I was telling her |
| Efficiency |
| I was comfortable with the nurse. She made me feel better and calm since it was my first time and I felt nervous |
| Always makes you feel good at the end of an appointment. Provides great service everytime |
| Friendly understanding dr |
| The Doctor, was very good and understanding, the two members of staff I spoke to at reception, were very  nice and polite too me, which is reassuring. |
| Polite staff |
| Efficient service |
| Very profesional |
| Professional service as always from the nurses. |