**FRIENDS AND FAMILY TEST**

**RESULTS**

**MONTH: January 2020**

**Total= 73 Responses**

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

Extremely Likely- 54 74%

Likely- 11 14% Neither Likely or unlikely- 2 3%

Unlikely- 2 3%

Extremely Unlikely- 3 4%

Don’t Know- 1 1%

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| Always been efficient and accessible |
| Always made to feel important and valued. |
| Always on time appointments and very friendly and very knowledgeable nurses |
| The staff are always polite and treat me with respect. |
| I love the staff |
| Gd service provided |
| Because of open surgery and late hours. Ideal for everyone |
| [2/2] help me the way they have done. |
| Very professional service. Staff very understanding, GPs highly competent |
| [1/2] I gave the score because the practice is very good you can always get appointment and you can also go to walk in surgery every morning if there isn't any |
| Got good response how to treat the pain and the next steps to take . |
| Littletown Dr's are brilliant |
| [1/2] the nurse does not wash her hands before blood is sampling. the nurse does not use gloves and other protective equipment when working with blood. |
| The main reason is patience listening to the problem you have with professionalism and understanding |
| You can never get through at 8am to get an appointment. It feels barriers are put up all the time. You can't even book in advance. |
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| [1/7] I say this because from the reception staff and the doctors I have |
| I make an appointment, I passed on time, and the Doctor take care of me |
| I think patients should be informed if doctors are running behind substantially with appointments. |
| Excellent doctor's and very helpful receptionists. Overall the practice provides excellent service, nurses, physio etc |
| Excellent service |
| In and out of appointment very quickly. (Nurse) job done. |
| Very fast and polite service |
| Friendly service |
| All the staff are friendly and professional |
| I was seen on time, however very pleased with the nurse who reviewed my diabetic review. |
| Good service |
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