**FRIENDS AND FAMILY TEST**

**RESULTS**

**MONTH: November 2019**

**Total= 94 responses**

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

Extremely Likely- 71 76%

Likely- 14 15%

Neither Likely or unlikely- 1 1%

Unlikely- 1 1%

Extremely Unlikely- 4 4%

Don’t Know- 3 3%

|  |
| --- |
| Most caring and helpful staff especially Dr perveen all nurses and receptionists at exceptional. |
| [1/3] I was referred to a ankle specialist at salford oaklands hospital who has butchered my left  ankle and left me in this even more damaged state with pain i |
| Good service |
| I can trust myself with all the staff |
| Good doctor's and open surgery in a morning so you can see a doctor the same day of feeling unwell. |
| Very professional knowledgeable staff. Felt at ease. Appointment on time, no waiting. |
| Quick fast and made me feel at ease |
| Welcomed. Informed about appointment reason. Caring healthcare assistant. |
| Very proffesinal.excellent service.most of all. Feel confident with the staff. |
| Being seen at on time  Helpful clear advice |
| [1/5] Around 4 weeks ago I came to see the doctor. I had stomach problems that the doctor told me she  thought was stress related but was asked to provide a sto |
| I found the staff friendly very helpful and informative |
| Excellent service, electronic reminder, very helpful staff |
| I am not happy about the service that has been provided to me |
| Good service |
| Never had an issue with my care, or my children's care. |
| Friendly efficient staff |
| 1 |
| Everyone was very Friendly and helpful |
| Friendly and very helpful staff |
| Rachel the nurse I seen is amazing. |
| Good service nice people |
| Very efficient opens in time no time wasted waiting to be seen well organised reminder by text  about appointment Making sure medicines work |
| Because the staff is always very helpful and friendly |
| Always good response to needs with appointments etc |
| Service is always fast and they are always smiling and nice to their patients |
| not kept waitinng, but i do not know anyone who lives near enough 2 b admitted in the practice. |
| I think the practice staff are efficient and professional and also the Doctors. |
| Rachel & Andrea are the best nurses ever - so caring. Mary & Reception girls are very helpful & efficient. |
| Good listening and explanation |
| I have had no problems at the doctors. I have lived on Kimberley st for 14years and it has been my doctors. |
| Friendly staff and quick response |
| I'm very happy all this |
| Professional, friendly and efficient. |
| The service has always been quick and friendly, the morning open surgery allows for better management of  patient care. Dr parveen and her team are very good. |
| Always courteous, best interest of patient foremost. Helpful, listens and advises. |
| [1/2] Was a patient of Dr Ali when he was at Pelham st when I was 4 and I've always been a patient at his  surgeries and I've always had great confidence i |
| They treat you well and lison to you |
| [2/3] . I very rarely go to see the doctor, but have been in agony. I pay for all my prescriptions,  I will be putting a complaint in writing for the practice m |
| We went in surgery and they seen us straight away |
| I appreciate how much we are cared for by the surgery. |
| Very happy with service |
| Well run easy to get an appointment staff polite |
| Never had a problem seeing a doctor |
| For me its fairly easy to get an appointment |
| Excellence and politeness of staff |
| Staff and doctors and nurses are very friendly and helpfull |
| Rachel is lovely and very professional |