**FRIENDS AND FAMILY TEST**

**RESULTS**

**MONTH: March 2019**

**Total= 103 responses**

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

Extremely Likely 73%

*Likely*  20%

Neither Likely or unlikely 3%

Unlikely 1%

Extremely Unlikely 2%

Don’t Know 1%

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| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Friendly pleasant staff feel comfortable on my visit. |  |  |  |  |  |  |  |  |  |  | | Blood test very efficient, ordered prescription early am picked up same day receptionist very helpful & same  for practice nurse | | | | | | | |  |  |  | | Friendly receptionist. Friendly and professional nurse. No waiting time for appointment.  Fantastic medical practice | | | | | | |  |  |  |  | | Can't fault the service |  |  |  |  |  |  |  |  |  |  | | I feel this way because the practice has dealt with me efficiently | |  |  |  |  |  |  |  |  |  | | Ok |  |  |  |  |  |  |  |  |  |  | | Was sent for an ultrasound... ASAP to find out the cause of the pain ... even though the results was not  the cause of the pain .. | | | | | | | |  |  |  | | Because the staff are brilliant |  |  |  |  |  |  |  |  |  |  | | I have been with the doctor and trust all the staff |  |  |  |  |  |  |  |  |  |  | | I was under the impression that today was a counselling/therapy appointment and not a questionnaire  to decide which type of service was needed. | | | | | | | | | |  | | Hi because nice service respect people help full. |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  | | Very helpful and understanding |  |  |  |  |  |  |  |  |  |  | | Bad service |  |  |  |  |  |  |  |  |  |  | | Staff pleasant and efficient . |  |  |  |  |  |  |  |  |  |  | | On time appointment |  |  |  |  |  |  |  |  |  |  | | Dr perveen and Rachel are always lovely, friendly and good at what they do. |  |  |  |  |  |  |  |  |  |  | | Dr Hassan is an amazing doctor, compassionate and a great listener. Always a pleasure to see him even if it is at the time of an illness. |  |  |  |  |  |  |  |  |  |  | | I meant to put 1 |  |  |  |  |  |  |  |  |  |  | | [1/2] The text reminders are helpful, the open surgery is very helpful and the reception staff can be very  helpful. The wait can sometimes be a little too long | | | | | | | |  |  |  | | Welcoming and helpful staff |  |  |  |  |  |  |  |  |  |  | | Good lovely cooperative staff |  |  |  |  |  |  |  |  |  |  | | They are very nice |  |  |  |  |  |  |  |  |  |  | | Being able to see there same doctor at my last surgery was different doctor each time so felt like never got to any of my medical issues |  |  |  |  |  |  |  |  |  |  | | Best practice in the UK |  |  |  |  |  |  |  |  |  |  | | [1/5] I've been seeing the doctors here for over 5 years for a foot ankle injury that happened in 1998. I was given a Dr maxwell at oaklands hospital in Salford….. |  |  |  |  |  |  |  |  |  |  | | We get very well looked after by Doctors and staff ?? | | | | | | | | | | | | Excellent communication, helpful advice and great staff |  |  |  |  |  |  |  |  |  |  | | Because the staff is always very helpful and friendly service |  |  |  |  |  |  |  |  |  |  | | Very helpful and nice will give u any information they can |  |  |  |  |  |  |  |  |  |  | | Staff very helpful and friendly |  |  |  |  |  |  |  |  |  |  | | They are doing their job the way it supposed to be . |  |  |  |  |  |  |  |  |  |  | | Listening caring people |  |  |  |  |  |  |  |  |  |  | | Very accommodating surgery. |  |  |  |  |  |  |  |  |  |  | | [1/2] I like the open surgery hours in the morning. There's a nurse available for blood tests etc and other health related matters. Dr's are good they're always…. |  |  |  |  |  |  |  |  |  |  | | Very good practice and all the staff good team |  |  |  |  |  |  |  |  |  |  | | I think having an open surgery is a great idea as you always get to see a doctor! | | | | | | | | | | | | No problems staff friendly go out of their way to talk make u feel welcome |  |  |  |  |  |  |  |  |  |  | | It's a good practice and all staff are very helpful | | |  |  |  |  |  |  |  |  | | My whole family HAPPY from YOUR all well trained and kind STAFF. Mr & Mrs Gulzar Hussain |  |  |  |  |  |  |  |  |  |  | | Staff very friendly  And doctor is very nice and always on time and it's a lovely clean and fresh place to go into |  |  |  |  |  |  |  |  |  |  | |  | | | | |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  | |
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