**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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