**FRIENDS AND FAMILY TEST**

**RESULTS**

**MONTH: May 2019**

**Total= 92 responses**

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

Extremely Likely- 71 77%

*Likely- 13 14* %

Neither Likely or unlikely- 2 2%

Unlikely- 4 4%

Extremely Unlikely- 2 2%

Don’t Know- 0 0%

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| Great staff, easy service and on time appointment |
| Nurse was amazing |
| Very good service they really look after you |
| Friendly caring staff. Short waiting times. Friendly doctors and nurses. Very helpful |
| [1/2] I am with the surgery for so many years and all ways very help full |
| I just think all medical staff doctors and also receptionist are so helpful caring and understanding whenever u attend the practice |
| Got good care from there |
| Very caring staff & doctors & open surgery every day we can walk in this is the plus point |
| Very professional service in a friendly environment |
| Because I didn't wait too long to go in and I got a good service |
| [1/2] Never had any problems with doctors or supporting staff including reception. This makes you appreciate the level of care when you know it’s not always the |
| Cannot find a fault with the service of the people who are involved |
| Nothing is too much trouble. Doctor was very patient and understanding. |
|  |
| I feel comfortable at the surgery |
| The Doctor is very respective to my issues |
| Courtesy and patient |
| Very friendly and helpful staff |
| Good treatment and friendly staff |
| The staff are always very good and very helpful and friendly |
| I always get good service and treated with courtesy |
| Very efficient |
| The staff are very supportive doctors are really good |
| Made me feel relaxed during my examination and had good medical practice |
| Staff brilliant |
| They r very helpful |
| [2/4] they gave me appointment 1 week after I'm asking which is not |
| [2/2] m, so I've got to go and sit in the surgery tomorrow morning to see a DOCTOR to authorise them. So two journeys for the same problem |
| Excellent service and friendly staff |
| l have been with the surgery for many years is like family always ready to help |
| Quick and easy to get help and treatment. |
| The commitment of the staff is second to none nothing to complain about. Other health care services should take a leaf out of their book |
| [1/2] Seen the Nurse yesterday for lung function test Rachel... She is very caring and very professional... And tells Me all about my treatment and how I can  |
| Nurse was really helpful and informative; she answered all of my questions and gave me info to take away. |
| I will be coming in surgery to discuss this with practice manager |
| Doctor listen to the patient is very good |
| Surgery service and all staff is very good |
| Sister Rachel in her role she makes you feel calm and explains everything perfect |
| Am happy with my gp and doctor nearly 11 year so I recommend for families and friends |
| Staff are warm and polite |
| Lovely friendly staff and nurses. |
| [1/3] The reply I gave to the last question is because the surgery is the best surgery when you need appointment you can get one and dr perveen is the best doc |
| [1/2] First time I met new very young doctor at Surgery. She listened me very carefully and prescribed me medicine. If symptoms doesn't help come next week. I |
| [1/4] My last appointment for my baby was ridiculous. Took less than 5 min, the doctor which I did not take the name, was just rushing to get her next patient |
| Always happy with the service and care I receive |
| All my problems are sorted with this surgery. Always get an appointment also |
| got an appointment in the emergency dr was nice and pleasant checked my son and prescribed medication |

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