**FRIENDS AND FAMILY TEST**

**RESULTS**

**MONTH: July 2019**

**Total= 88 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- 12 13 %

Neither Likely or unlikely- 2 3%

Unlikely- 1 4%

Extremely Unlikely- 4 2%

Don’t Know- 0 2%

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| Because they very good and understanding |
| Friendly and caring staff |
| Staff are friendly and doctors are very helpful in choosing ideal treatments |
| [1/4] I am lucky to have a great medical practice in little town because all the experiences of going to the doctors before used to be stressful. Now with doc |
| Dr anwar, the doctor i saw, listened to my problems instead of using computer as i'm telling her something important ::: |
| Can't fault the service |
| Always get to be seen on time |
| Beacuse all staff and Dr very careful and look after every one |
| I like the Drs find them very professional |
| I find the practice professional and efficient. |
| Usually get appointment on the day |
| SERVICE VERY GOOD FROM DOCTOR, NURSE, AND EVERYBODY ELSE INSURGERY TOP CLASS |
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| [2/7] that feeling that the staff really know you and care . When myself or my family visit the doctor I feel so assured that they actually know who we are kno |
| Fabulous staff |
| The service and open surgery hours |
| [2/2] ctors(dr Hassan dr Perveen very very good doctors) always give good advice....staff are really friendly always there to help |
| Very helpfull |
| Because of quick responce |
| Excellent service |
| Excellent service as always |
| Try to get an appointment if u don't phone at 8 u won't get an appointment one of the receptionist a little bit rude they way she speaks to people |
| Friendly ,prompt ,efficient treatment . |
| Always treated with respect in a pleasant manner. |
| Staff are always happy to help |
| Extremely efficient staff always dealt with pleasantness |
| Find everything very efficient |
| I am always treated as an individual with care |
| Receptionist are very rude and they don't know how to speak Never get appointment no matter how serious you areI think one of the worse surgery in Oldham |
| [1/3] I seen the doctor yesterday, she wanted to see me in the next 7 day |
| [1/2] It was Dr Ali that started that practice and I've been his patient since I was 4 and he was at Pelham st at Hathershaw then Manchester rd I've always ha |
| The really helpful and lovely ?? |
| Because all the staff are friendly and good. |
| ? |
| [2/2] which is very good |
| Professional service |
| Surgery staff are always helpful. The nurses are very good. The open surgery is very useful. |
| [1/3] Dr Perveen in particular. I have needed to come to the GP several times in the last few months and she has always shown the greatest care and has arrange |
| Never had any problems all the years I've been a patient at this practice, the doctors nurses and receptionists are all very professional |

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