

PLEASE WILL YOU FILL OUT THE TEST?

From 1st December we have asked you to do the 'Friends and Family Test' which is Government led questionnaire. We will ask you to do one each time you visit. The cards are on reception.

What did you tell us?

96.8% of our patient said that they were **EXTREMELY LIKELY** to recommend us to friends and family.

3.2% of our patients said they were **LIKELY** to recommend us to their friends and families.

Some of the comments we received:

PLEASE CAN YOU DO A FORM EACH TIME YOU VISIT? THANK YOU

Some of the comments

- Always polite and friendly
- Friendly, supportive, efficient
- Friendly helpful staff, looked after premises, calm soothing atmosphere
- Personal Service – not just an NHS number
- Nice people, good service
- So helpful, get appointments within a week, the best!
- Very good and can always see your own doctor
- Nice intimate family practice, look after our whole family and always endeavour to see us same day or asap.
- Always easy to get an appointment, friendly and helpful staff
- Amazing surgery, brilliant care, doctors and staff
- Staff are friendly and helpful
- A peaceful surgery with very good doctors
- Personal Service
- Doctors very accessible, short waiting times. They are thorough and have time for you
- Friendly staff and ease of getting an appointment
- Personal Approach, polite and friendly, the team know you
- Excellent surgery, friendly, helpful and very efficient



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- Both doctors are absolutely brilliant. They are both so caring and the whole of the staff are too as well. They treat us like they would their own families and you cannot ask for more than that.
- Always happy to listen and extremely good at seeing things through if you're concerned, i.e. follow up x-rays etc
- Such reliable and informed advice
- Always manage to fit me in, brilliant service
- Reliable professional reassuring service
- Friendly and thorough
- Very friendly and very efficient
- Good appointments, excellent doctors, friendly and helpful
- I am always greeted with a smile and dealt with efficiently

**Thank you all to who have filled out
the **Friends and Family test** – will you
do one for us?**