

## NHS Friends and Family Test March 2019

Question – “How likely are you to recommend our G.P. practice to friends and family if they needed similar care or treatment?”

Comments Received	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
Online						
Postcard	21	3				
Other						
Total						

### Comments:

- Always had good attention and care when required.
- Good access to quality care.
- Outstanding practice, excellent appointment system and very pleasant reception staff.
- In all areas of practice the staff are friendly and helpful. Doctors draw you notes of treatment options, this helps you to own the treatment process. The practice provides an accessible and efficient service.
- Dr Moss is very understanding and takes the time to listen to you while you are not feeling rushed.
- Very friendly and helpful. Make me and my child feel relaxed and listened to.
- Friendly and welcoming surgery. Happy with most treatments from GP.
- Most of the doctors are very efficient and amazing at their job.
- Family practice, friendly staff and appointments regularly available.
- Care and attention to all issues give confidence in all doctors.
- Excellent patience service. Reassurance given when needed. Excellent doctor/patient service. Friendly staff both reception and doctors.
- Courtesy from all staff and doctors.
- Always given great treatment by doctors who really listen.
- Very kind
- Extremely friendly receptionists, and will assist to fulfil your requirements. Doctors are informed and listen to you and look after your care to the best of their abilities.
- You never have to wait too long for an appointment.
- Fast appointments and polite.
- Caring and compassionate doctors (Dr Moss)
- It is an excellent service and you get appointments quickly. The practice is very much needed and would recommend highly.
- Always friendly and very approachable staff and doctors.
- Friendly and efficient staff. Good availability of appointments. Great.
- I have just joined the practice but everybody tells me it's a great practice.
- It's still easy to get an appointment.