

NHS Friends and Family Test July 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	2					
Postcard	12	1	1			
Other						
Total	14	1	1			

Comments

- Friendly staff and always willing
- Very helpful and friendly
- No appointments even phone appointments but plenty of jobsworths
- Very helpful doctors always able to get an appointment when needed
- The doctors and staff have always been welcoming and understanding with myself and family members
- Been with the practice all my life
- Room for improvement
- Didn't have to wait too long for an appointment, very friendly staff. Able to get a same day appointment. Doctors very efficient and listened to concerns.
- Pleasant reception, usually very well informed on medical matters. Doctors pleasant and patient. Not too long to wait.
- My family and I have always received first class care.
- Very friendly, helpful and always able to get appointments.
- Everyone always very friendly, and always very helpful in all situations.
- I would recommend this GP practice as the doctors and nurses are very good at what they do.
- Always helpful, friendly and I always feel helped with whatever is wrong.
- Always professional and pleasant, never have to wait very long.
- Fantastic service, very professional from reception, doctors and the dispensing of medication