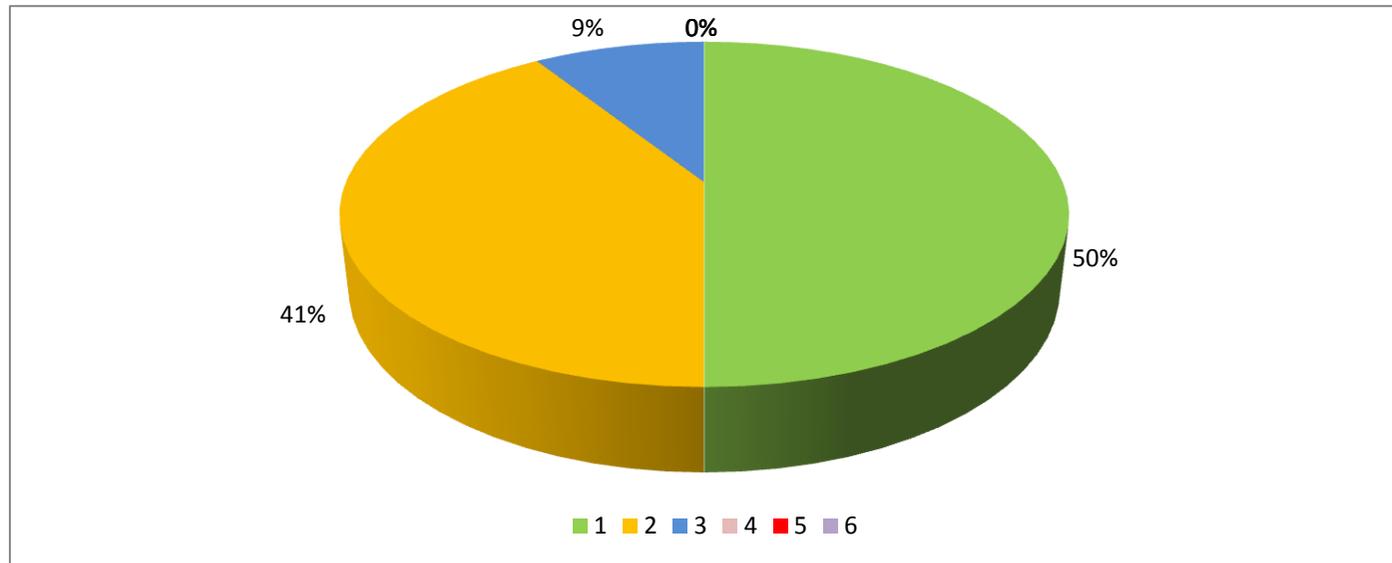


Friends & Family Test Data June 2016

1. Extremely likely	2. Likely	3. Neither likely or unlikely	4. Unlikely	5. Extremely unlikely	6. Don't know
11	9	2	0	0	0



The NHS Friends and Family test is a way of gathering patient feedback, so that the practice can continually review our services. During June, a total of 22 paper surveys were returned from our patients and on the whole we are very happy with the results. 91% of patients surveyed said that they would be likely or extremely likely to recommend us to their friends and family. 9% said that they were neither likely or unlikely or didn't know. Only 0% were either unlikely or extremely unlikely to recommend us.

Patient Comments

I've been treated extremely well since joining the practice this includes everybody - reception + Doctors & Very professional nurses.

Close & Convenient

DR Davidson is fantastic. Reception staff second to none. Nurses are fantastic.

Friendly staff. Not treated like a number. Generally very caring attitude. Moved my whole family to this Practice due to high standard of care.

Always happy with the service.

Always friendly and helpful when booking appointments, especially for the children

Professional but friendly with a 'Can Do' attitude. Unhurried appointments. Gold Star

This surgery has been excellent for as many years as it has been here. I have been here from the start and always been impressed with the service offered. Only recently have I n
I am quite happy with the practice.

Always able to get appointments and seen early, even at short notice. Friendly and Professional staff.

Seems a modern and friendly practice, and its only 4 mins walk from the apartment I have recently moved into.

I have always received very good treatment in the 5 years I have been a patient.

Because I always get good service from the nurses when I come here.

I think Dr Gillian Davidson is a great GP, the best in this practice. She is really helpful and supportive, my partner and I always come to see her if we have any health issues.

Same as other surgeries. Hard to get appointments but doctors and nurses very good.

Our family have always found we have been able to obtain appointments promptly and the service has always been excellent.

Brook Medical Centre always treat their patients very fairly. Always ready to help. All the members and staff very professional and helpful. They do their best to look after the patient

Doctors + Staff are more than welcome to ones needs. Friendly. Take into account of all your requirements. Self - Have no complaints at all. They are great.

Service, efficiency & friendliness of surgery along with the attention to detail.

Extremely likely

ACTIONS

No actions

noticed a down turn with longer waiting times.

its.