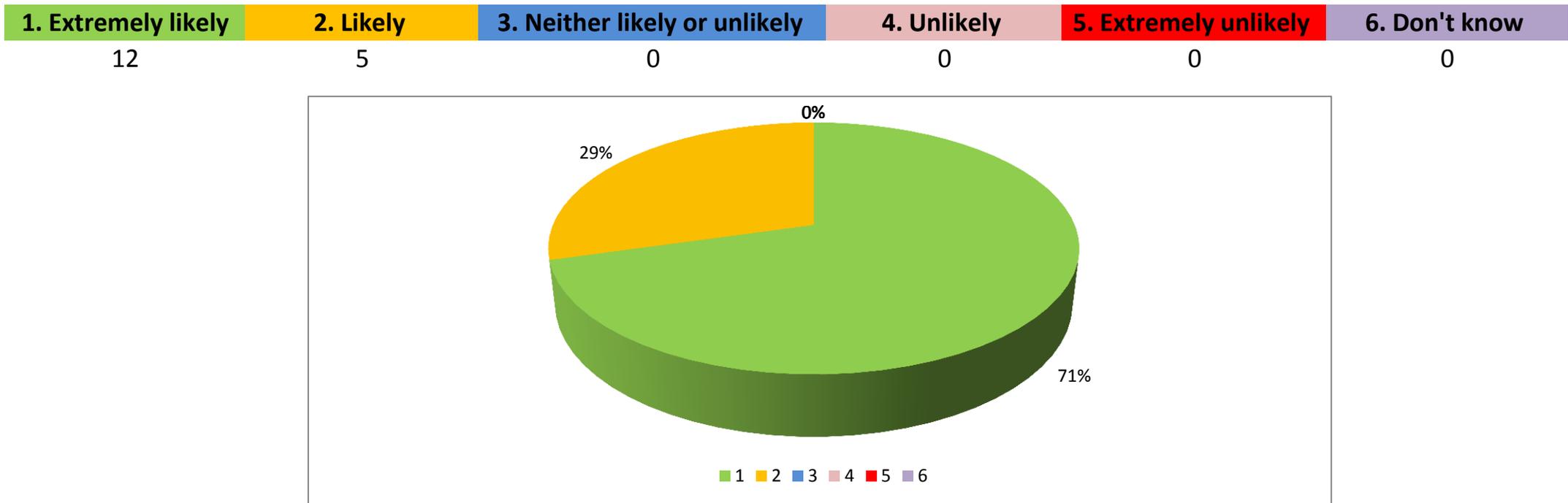


Friends & Family Test Data November 2015



The NHS Friends and Family test is a way of gathering patient feedback, so that the practice can continually review our services. During November 2015, a total of 17 paper surveys were returned from our patients and on the whole we are very happy with the results. 100% of patients surveyed said that they would be likely or extremely likely to recommend us to their friends and family. 0% 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

Very helpful receptionists. Doctor makes time for extra questions - patient and caring

Because they are efficient, welcoming and very professional in how they portray themselves

Happy with the service we get

Member of staff (GP, Nurses, Receptionists) are always helpful and respectful

Never had any problems

Friendly staff, makes all the difference

The Doctors listen and respond to your worries and health concerns

Friendly Doctors and Nurses are caring with patients

Always a good service from the Receptionists. The Doctors and Nurses have always looked after me in a friendly and confident way with several ongoing illnesses and conditions over 20 odd years

Good service, ease of car parking. Excellent Doctor concern and care

Excellent, professional and thorough service. Perfect balance of support, reality, approach and practical treatment

My neighbour recommended you and I have recommended my son and a friend. It is pretty easy to get an appointment and been treated very well.

All staff dealt with have been extremely helpful

Excellent practice, very helpful, nothing is too much trouble, thanks

Need more appointments available to book in advance for example, call on a Tuesday for a Friday appointment

Reception staff are always helpful and polite. Clinical staff are very professional and thorough. Surgery is accessible and well maintained and it is usually fairly easy to get an appointment

ACTIONS

No Actions