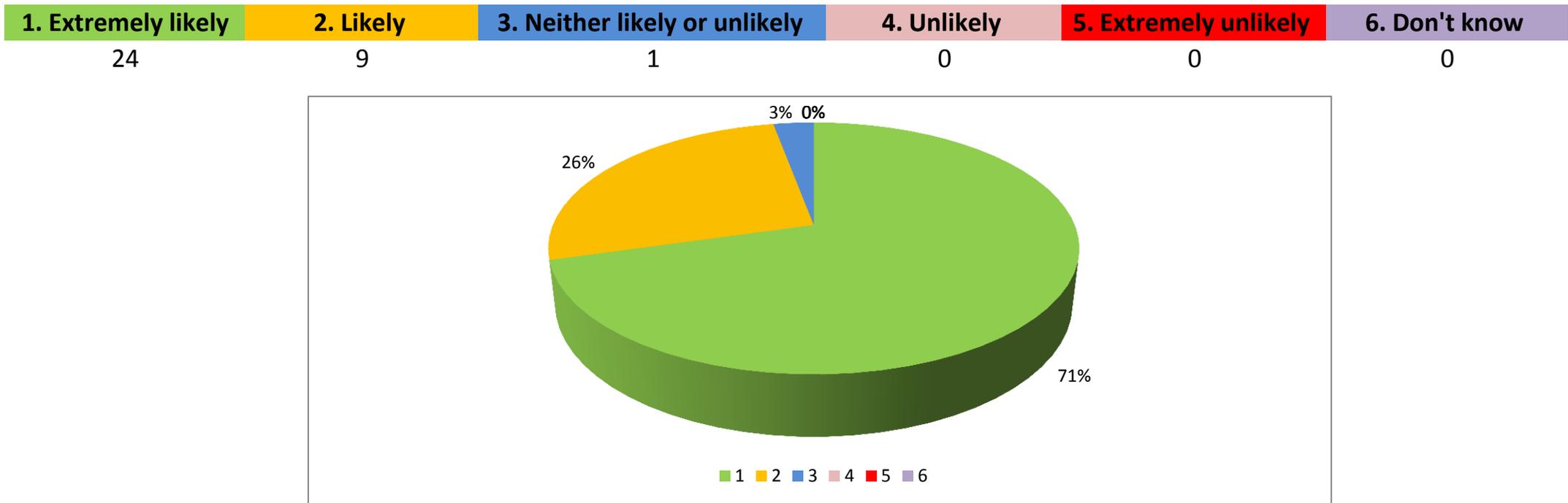


Friends & Family Test Data January 2016



The NHS Friends and Family test is a way of gathering patient feedback, so that the practice can continually review our services. During January, a total of 34 paper surveys were returned from our patients and on the whole we are very happy with the results. 97% of patients surveyed said that they would be likely or extremely likely to recommend us to their friends and family. 3% 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

Always helpful and a welcome full of smiles

Always received excellent service from nurses and staff

Friendly staff, excellent service, Doctors are all easy to talk to and listen well to any concerns

I think the GP practice is a brilliant practice and also tries to fit you in if you need an appointment, always tries their best

Very good service

Always friendly, helpful and Dr Davidson is lovely, does not judge just listens

Great Service

Well looked after

Friendly staff

Everyone is friendly

Doctors and Nurses are very good

Good appointments system

Always had good service

Sometimes difficult to get appointment but Dr Davidson is brilliant (and the Nurses)

Get appointments quickly. All the Doctors are really nice and helpful. Nice reception staff too

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

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

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

Friendly staff makes all the difference

The Doctors listen and respond to your worries and health concerns

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

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

My neighbour recommended you and 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

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 appt.

Happy with the service we get

Never had any problems

Friendly Doctors and Nurses are caring with patients

Good service. Ease of car parking. Excellent Doctor concern and care

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

ACTIONS

No actions