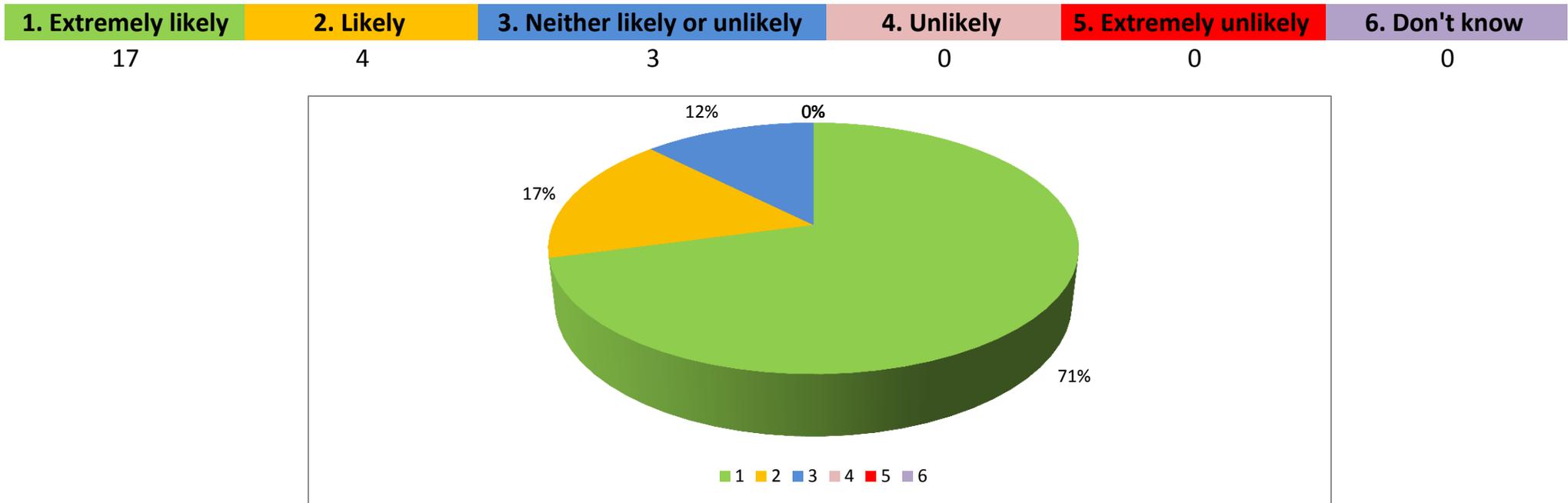


Friends & Family Test Data April 2016



The NHS Friends and Family test is a way of gathering patient feedback, so that the practice can continually review our services. During April, a total of 24 paper surveys were returned from our patients and on the whole we are very happy with the results. 88% of patients surveyed said that they would be likely or extremely likely to recommend us to their friends and family. 12% 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

Near to where I live

Very friendly and helpful reception staff. Doctor doesn't feel as though he's rushing through the appointment and takes time to ring with extra information (Dr Devagiri)

I have always had excellent attention at Brook Medical Centre. Also it is always possible to get an emergency appt if reception is called first thing in the morning.

Efficiency

Doctors are nice and the whole GP practice are helpful and understanding

First class service

Clean, on time (normally) and helpful

Very good at getting my kids seen ASAP when they need it

Friendly staff and doctor care has been great

Until recently I have received some poor care from your GP's.

Both doctors have since provided good care so I am beginning to change my mind.

Very friendly staff and always fir you in at short notice

Nice big waiting room, baby changing facility good. Always nice & clean. Appointments available. Friendly staff

Friendly, helpful

Efficient, helpful & friendly staff. Professional advice and treatment. Easy access vis website

Engaged, pleasant and helpful staff. Good Care

I've always found the practice helpful, good to deal with, easy to book appointments and the care and treatment and responses have been excellent.

I was referred to the practice y a family member and have done the same to others

Staff always attentive, helpful and informative

I have always been treated very well and I am extremely satisfied with my treatment

Can always get an appointment. Happy (it looks)! And friendly staff. Always reliable. Thank you for your service.

Friendly Service. Easy to book an appointment

ACTIONS

No actions

[Redacted text block 1]

[Redacted text block 2]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]