

## NHS Friends and Family Test January 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	9	2				
Other						
Total	11	2				

### Comments

- Smaller practice more friendly and get to know you.
- Helpful, friendly and supportive. Can be hard to get an appointment.
- District nurses have been superb and doctor very welcoming.
- Always able to get an appointment the same day - !! Very efficient and friendly.
- I find the doctors friendly and helpful, also understanding.
- Have always found the practice to be helpful, from reception to doctors.
- Well run, friendly, and professional team of doctors and staff.
- Friendly efficient caring and there for everyone in the community.
- Doctors whom I've seen are lovely understanding and professional.
- Always get an appointment when necessary. Good service from staff and doctors. Regarding the problem of missed appointments. I strongly feel that there should be consequences for missing them. Either a monetary one or 2 strikes and your off the register.
- Everyone has been great since we moved to the practice in October. Can't fault anything.