

## NHS Friends and Family Test April 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						
Postcard	18	1				
Other						
Total						

### Comments:

- No problems so far – so ok
- Excellent practice. Friendly first class service. Staff excellent.
- Everyone is helpful.
- Friendly and approachable staff at all levels. High levels of competence and care with compassion. Informative and “holistic” all in one excellent practice. Thank you.
- Dr’s are very good. Listen to my concerns. However, complaint that during closed shop rang at 2:15 but phones weren’t back on till 4pm. Phones should be manned at all times not everyone works 9-5, makes difficulty accessing service for shift workers.
- Very happy with service I get.
- I’ve always found everybody helpful and caring I’ve only once in all the years I’ve lived here not had the help I need in what was an urgent situation. Otherwise very happy.
- I have always had first class care and treatment from the practice.
- Nice friendly staff. Always available appointments. If not they try their best to accommodate you.
- I use this doctor surgery regularly and never have any problems. Always friendly. Never have problems getting to see a doctor or nurse.
- Pleasant and understanding. No “Hurry up”
- Everybody is so friendly and helpful.
- All staff very friendly and professional. Reception staff welcoming and very helpful especially Julie.
- Great practice, staff + doctors are so helpful.
- Very friendly, helpful and knowledgeable. Always able to help quickly.