



# Friends &



# Family Test

**Question:**

**How Likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Total Responses:

Month	Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
January	12	9	14	4	2	0
February						

**Some January Comments:**

Always ready to listen to your problem and quickly sort out the problem and treatment, staff are very helpful and understanding.

I have always had excellent treatment from doctors and nurses at this practice. Thank you

Helpful Staff

Seen promptly and given advice, doctor very approachable

Only appointments you can get within a week are urgent ones.

I feel very let down at the moment with this surgery as coming to see the doctor for several months with the same thing and not getting anywhere.

When phone you phone waiting 10-15 min. listening to music. The doctors English is not very good.

**Surgery Comments:**

The wide selection of comments and possible recommendations are taken on board by all members of staff here at the surgery. We understand that sometime patient expectation unfortunately isnt something we can manage. Telephones are answered as soon as there is a member of staff available to do so, some calls take longer to deal with than other, and the surgery does have very busy peak time which may make getting through on the phone more difficult. Appointments: the surgery has increased its routine appointments by 2-3 clinics per week. We do offer urgent appointments daily.

Positive comment are always welcome. Thank you.