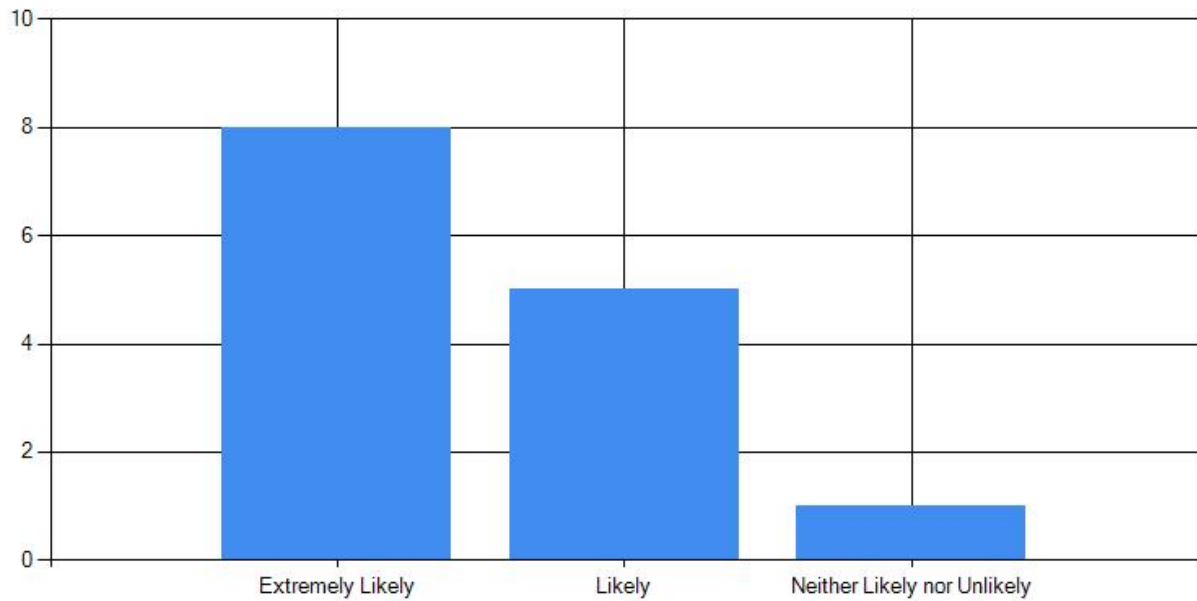


# FRIENDS & FAMILY TEST RESULTS

APRIL 2016

Total Count	14
Extremely Likely	8
Likely	5
Neither Likely nor Unlikely	1
Unlikely	0
Extremely Unlikely	0
Don't Know	0

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



# Positive Feedback

How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?	Can you tell us why you gave that response?	Actions
Extremely Likely	Had a very good consultation with Dr Ashley today. Very pleasant, efficient and helpful. Was seen exactly on time, too.	All FFT feedback is shared with the whole practice team, with extra notifications going to those indicated below.
	Helpful and friendly staff.	
	Excellent staff.	
	Fabulous, speedy care. Pharmacy great too.	
	Excellent reception by the nurses-- kind, considerate, helpful. Thank you so much.	
	Never seen on time. Em nurse last time ran 1.5 hrs late and no apology.	
Likely	I have been happy with appointments when I could wait for it, but recently seeing a doctor on the day of illness or the next day is extremely difficult, it used to be better being able to speak to a doctor, it is invaluable.	
	Helpful response to questions and good treatment.	
	Generally pleased, but disappointed in referral letter production times and twice delayed/ forgotten.	Actions to be attached later
	Very helpful listening staff on the phone. Approachable staff at both surgeries.	Actions to be attached later
	Wonderful service when you can get it. Appointments to see Dr are almost impossible to get. I do not wish to see a different Dr each time-- poor continuity of care. How long before a major mistake is made? No Drs appts available for 2 weeks. This situation is getting worse and is compounded by Drs taking leave during school holidays, leaving the surgery seriously short. I cannot be ill to order. Have been a patient here for over 30 years.	Actions to be attached later

# Constructive Feedback

<b>How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?</b>	<b>Can you tell us why you gave that response?</b>	<b>Actions</b>
Neither Likely nor Unlikely	The consultations are too rushed.	