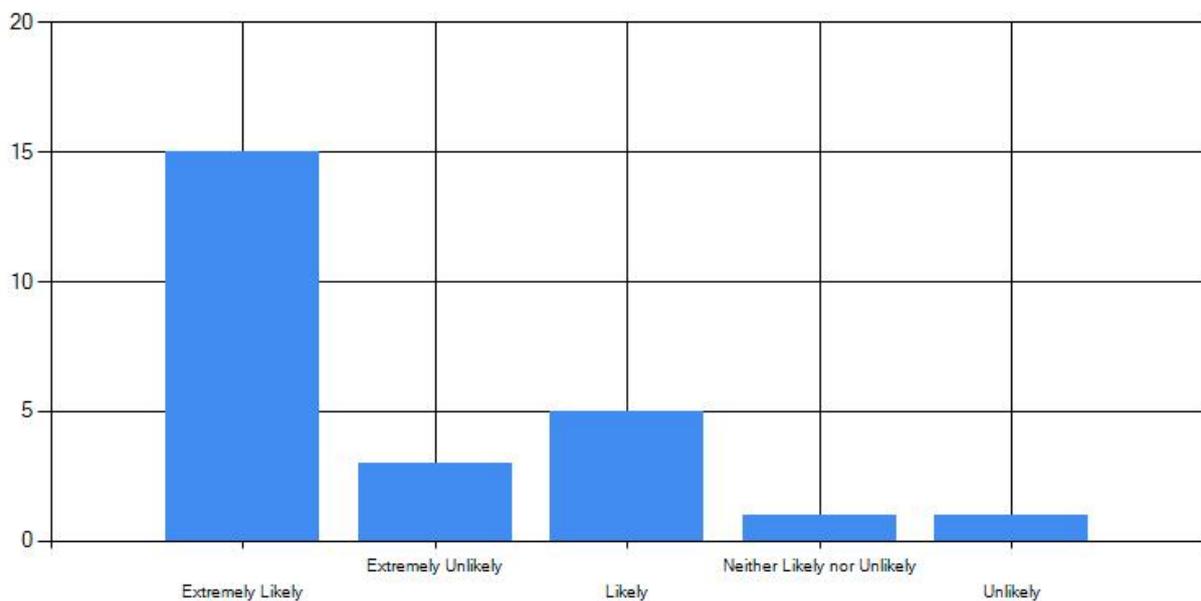


# FRIENDS & FAMILY TEST RESULTS

FEBRUARY 2016

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

Total Count	25
Extremely Likely	15
Likely	5
Neither Likely nor Unlikely	1
Unlikely	1
Extremely Unlikely	3
Don't Know	0



## 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	Excellent service	
	Always served promptly by all the staff	All FFT feedback is shared with the whole practice team, with extra notifications going to those indicated below.
	I could not fault the service we have had over the past 5 years.	
	Always received great care, advice and the staff are friendly and helpful.	
	Although not perfect (can take a while to get seen) all the staff seem on the ball and have always felt in good hands.	Actions to be attached later
	Dr Tees always fantastic, approachable and honest	
	Super extra helpful receptionist staff who found a leaflet which I needed; aided by kind nurse and doctors too. Many thanks to all.	
	A very friendly efficient surgery.	
	Efficient --Friendly and helpful.	
	Did what it said on the tin! Great service.	
	Because we have received 1st class service.	
	We have used the GP practice for the past 23 years and have always had the best of treatment and service.	
	I find the staff and GP's helpful and I think the surgery environment is excellent.	
	Health care is very good. HC within walking distance.	
Likely	Very helpful staff and nurses.	
	Always received good service/ friendly/ efficient.	
	I rarely need an appointment, but find the service fine, when I do.	

## Constructive 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
Neither Likely nor Unlikely	Very glum music.28 Jan pm.	Actions to be attached later
Unlikely	Poor treatment	Actions to be attached later
Extremely Unlikely	<p>1. Told yesterday 8 Feb it would take 3 weeks for telephone consultation.</p> <p>2. Can't put extremely likely because I am at an age when I preferred the older system of having a doctor allocated to you, also sometimes it is difficult to get an appointment.</p>	Actions to be attached later
	Medical care is very rarely followed up. No communication, I feel I am being fobbed off.	Actions to be attached later