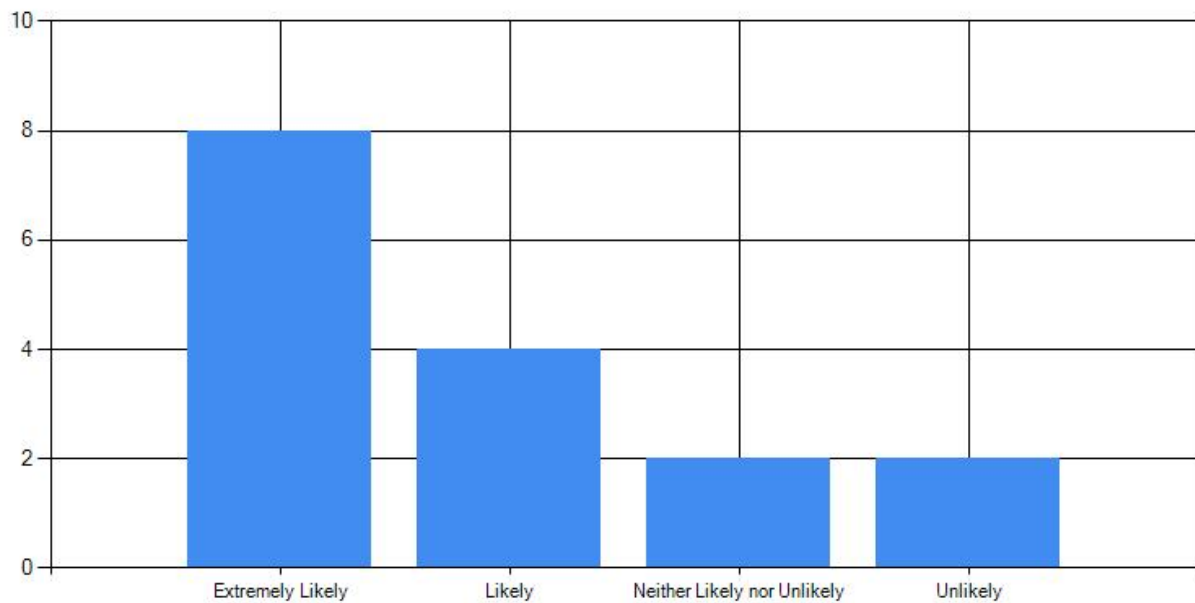


FRIENDS & FAMILY TEST RESULTS

October 2016

Total Count	16
Extremely Likely	8
Likely	4
Neither Likely nor Unlikely	2
Unlikely	2
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	Always do your best on appointments.	
	Great staff and excellent emergency rota.	
	The staff are polite and very helpful and Drs who attend the surgery especially Dr Parker.	Dr Kate Parker
	I have always been happy with this surgery and I am 63 and lived here all my life.	
	Doctors are all pleasant and thorough. Well run practice.	
	Was most grateful to be seen at short notice	
	Good staff/ efficient and friendly	
	All the staff is friendly, polite, helpful and highly competent. By far the best practice I have attended in my 67 years	
Likely	Service is quite adequate.	
	Very clean, friendly place.	
	Limited experience, but so far very good.	
	Time wait for appointments is getting longer.	Action to follow

Constructive Feedback

<p>How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?</p>	<p>Can you tell us why you gave that response?</p>	<p>Actions</p>
<p>Neither Likely nor Unlikely</p>	<p>Communication, I telephoned Appointments and Reception at 4.50 - 4.55 and did not get any answers. I wanted to call as I was late due to an accident and heavy traffic. I have never been late for an appointment before. 12 Oct</p>	<p>Awaiting action</p>
<p>Unlikely</p>	<p>You can hardly get an appointment and always seem to be fobbed off. 18 months of a problem and all I'm getting is tablets.</p>	<p>Awaiting action</p>