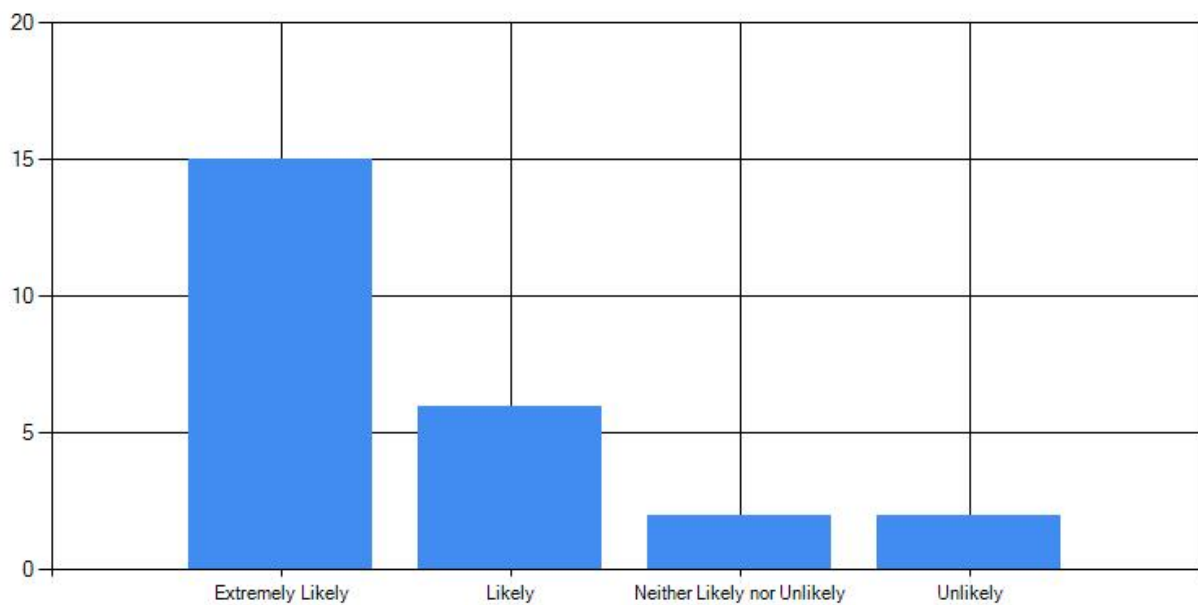


# FRIENDS & FAMILY TEST RESULTS

August 2016

Total Count	25
Extremely Likely	15
Likely	6
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	Wonderful Surgery - Friendly staff	All FFT feedback is shared with the whole practice team, with extra notifications going to those indicated below.
	Can always get an appointment. Excellent receptionists	<b>Reception Team</b>
	Excellent service	
	Very helpful and understanding, very welcoming and friendly.	
	Always found the practice to be helpful and efficient.	
	But of course it is the only GP practice in BOA. My own experience is good and reports from others 99% OK.	
	We have always had excellent healthcare as a family from this practice, with appointments when needed.	
	The nurse was discerning, professional and punctual.	<b>Nursing Team</b>
	I can always see someone if I need to	
	I have received appropriate help from my doctors when needed (thankfully not often)All systems seem to work well, so long as chat behind the reception desk involves work, when someone is waiting.	
	She must be a good doctor as she is always too busy to see me!	
	My experience here has always been good	
	Dr very clear, friendly and professional.	
Likely	Saved my life	
	Staff friendly and accommodating.	
	Very patient focused	
	Dr Morate was excellent today. Polite professional great with my daughter.	<b>Dr Luisa Morate</b>
	Overall positive.	

## 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	I find the doctors dont really listen and lack empathy	<b>Awaiting Actions</b>
	Time rushed in consultation	<b>Awaiting Actions</b>
Unlikely	Not very good doctors.	<b>Awaiting Actions</b>
	Rearly any appointments available even when calling at 08.30.	<b>Awaiting Actions</b>
	It has taken me over 8 days to have this appointment. Also I will have to wait 6 hours for a phone call ----- not very happy about this.	<b>Awaiting Actions</b>