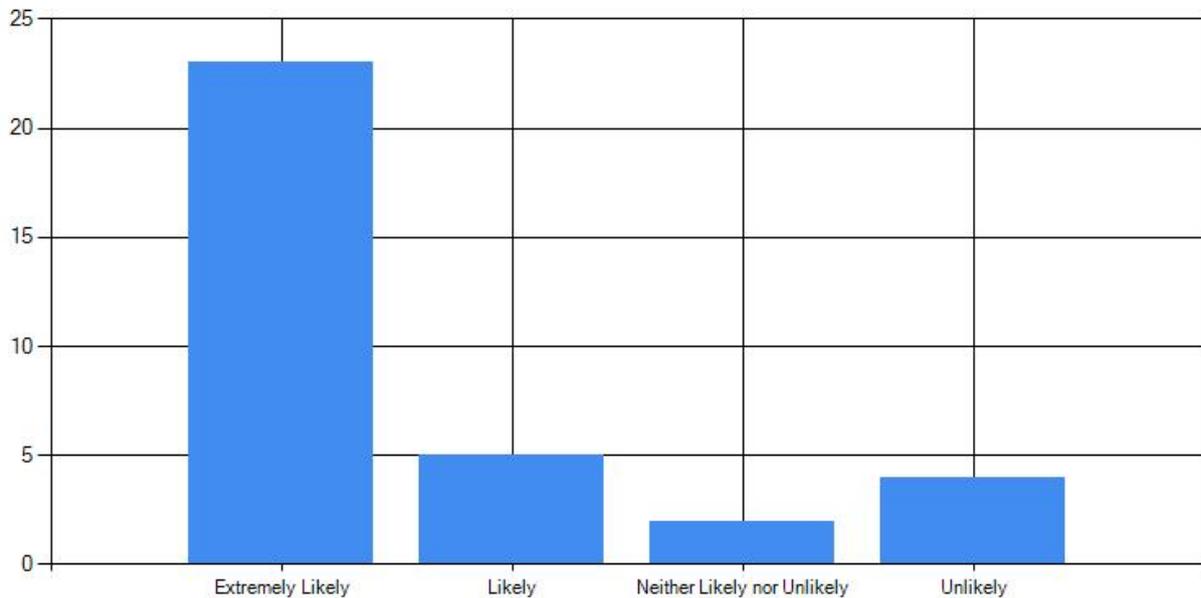


# FRIENDS & FAMILY TEST RESULTS

JUNE 2016

|                             |    |
|-----------------------------|----|
| Total Count                 | 34 |
| Extremely Likely            | 23 |
| Likely                      | 5  |
| Neither Likely nor Unlikely | 2  |
| Unlikely                    | 4  |
| 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   | Friendly surgery   |                              |
|  | I saw Dr Wyatt who treated my knee.  |                              |
|  | Emergency helpful.   |                              |
|  | Always helpful and friendly with available appointments.   |                              |
|  | No   |                              |
|  | Excellent Doctors and Nurses and an efficient practice.  |                              |
|  | Local and easy to get to.  |                              |
|  | Constant help and kindness.  |                              |
|  | No   |                              |
|  | All the doctors are caring and on the ball, and so are the nurses  |                              |
|  | Everyone is very helpful and courteous.  |                              |
|  | It's great.  |                              |
|  | Friendly, helpful and welcoming reception, really willing to help to do all they can to assist.  |                              |
|  | I have been with this surgery for many years, just got better and better. Staff and doctors so willing and polite at all times.  |                              |
|  | Myself and many family members have always had excellent care and attention at this surgery.   |                              |
|  | Good timing and good attention from both the doctors and nurses.   |                              |
|  | Staff are pleasant and helpful. Doctors are caring and phone calls work well.  |                              |
|  | Simply because I have had nothing but excellent help from this practice, oh and it seems well organised.   |                              |
|  | The surgery registered me as a temporary resident and booked an appointment for me later that day to see the duty doctor. I was impressed with how smooth and efficient the process was.<br>Thank you. |                              |
|  | Staff are all helpful, cheerful and very competent. Never have any issues with treatment.  |                              |
|  | Good availability and range of services.   |                              |
| Likely   | Normally an excellent friendly, efficient service.   | Actions to be attached later |
|  | I was able to get an appointment today (25 May) having phoned at 08.30. The doctor called me in at the time of the appointment.  |                              |
|  | Very helpful and friendly reception staff, but I was not advised about the possibility to make an appointment to see the duty  | Actions to be attached later |

|  |                              |  |
|--|------------------------------|--|
|  | doctor.                      |  |
|  | Generally very good service. |  |

# 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  | Not fantastically impressed so far.  | Actions to be attached later |
| Unlikely   | Cannot get simple paperwork.   | Actions to be attached later |
|  | We have lived in several NHS areas since moving to BOA and the level of care, ability to get appointments, how you are treated when you get an appointment is very poor compared to other areas and experiences. | Actions to be attached later |
|  | Doctors are not coordinated.   | Actions to be attached later |
|  |  |                              |
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