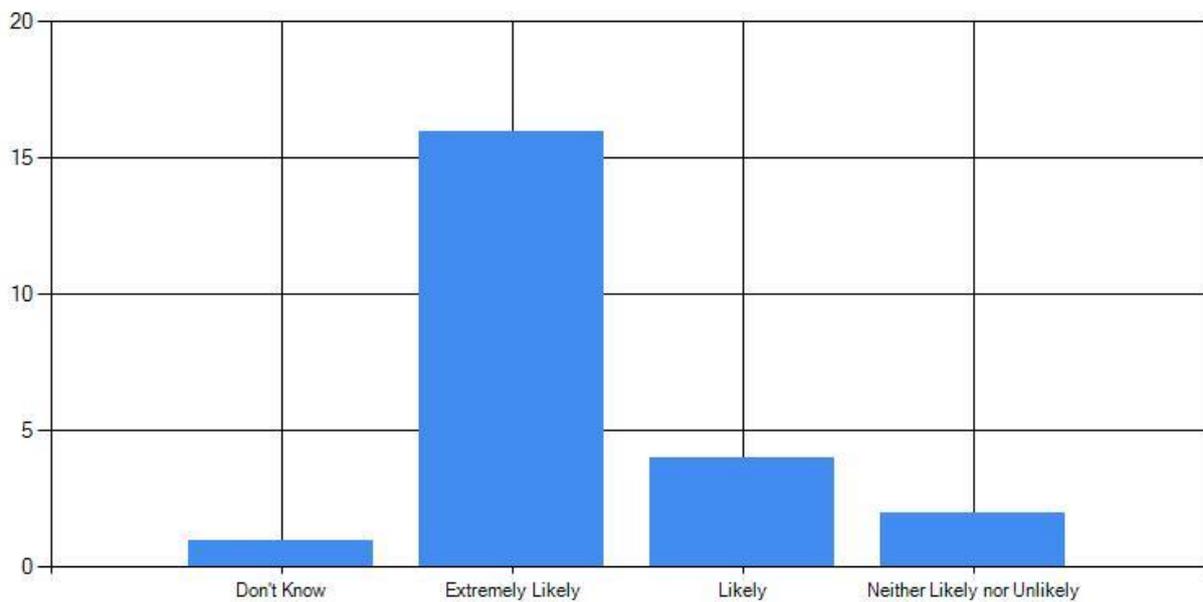


FRIENDS & FAMILY TEST RESULTS

JANUARY 2017

Total Count	23
Extremely Likely	16
Likely	4
Neither Likely nor Unlikely	2
Unlikely	0
Extremely Unlikely	0
Don't Know	1

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	Excellent Surgery and very friendly.	
	Efficient, friendly and effective.	
	Only been here for one year but have found GPs and receptionists friendly and helpful. GP referred me quickly.	Reception Team Doctors
	Excellent service.	
	The team who gave Georgie her jab were wonderful. Loved that they blew bubbles for her. Many thanks.	Nursing Team
	Kindness and help with whatever problems	
	Superb care, quick appointments.	
	Very helpful reception staff and can generally get an appointment when needed. GPs listen well and seem caring and responsive.	Reception Team Doctors
	Almost always happy with responses of doctors by appt, and the availability of emergency doctors. If only there was no music whilst we wait!	
	Kind and courteous staff at all levels. Medical and nursing staff highly competent.	Doctors Nursing Team
	Every time I have needed medical advice or treatment, the courtesy, warmth, professionalism and expertise has never failed to impress.	
	I want to keep the surgery, very efficient and good.	
	We have always had a remarkably fast and effective response when we have needed the practice. Today was no exception.	
	Very pleasant. No rushing to explain.	
	Good service.	
Likely	Would like to thank the kindness, professionalism and empathy of Dr Isobel. Think we need more doctors like her!	Dr Isobel Hunter
	The phone system is not helpful to people who are very ill. You need to concentrate hard and press 3 buttons to get to appointments.	
	Emergency triage is excellent.	Emergency Nursing Team

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	<ol style="list-style-type: none">1. It takes roughly one month to see your Doctor - patient's view2. Selfish reason-- if more patients I won't get an appointment.	<p>Action plan is in the process of being formulated</p>
Don't Know	I am very satisfied with the service I receive. Apart from one blip	<p>Action plan is in the process of being formulated</p>