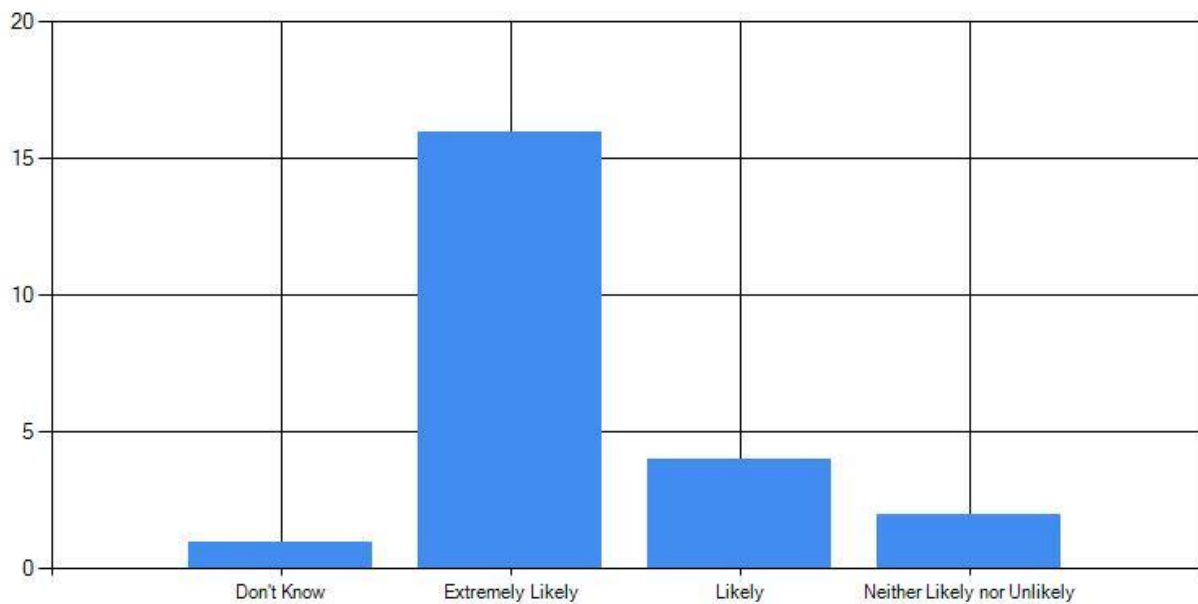


# FRIENDS & FAMILY TEST RESULTS

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.                               | <b>Reception Team<br/>Doctors</b> |
|  | Excellent service.   |                                   |
|  | The team who gave Georgie her jab were wonderful. Loved that they blew bubbles for her. Many thanks.   | <b>Nursing Team</b>               |
|  | 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.               | <b>Reception Team<br/>Doctors</b> |
|  | 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.  | <b>Doctors<br/>Nursing Team</b>   |
|  | 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!                             | <b>Dr Isobel Hunter</b>           |
|  | 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.   | <b>Emergency Nursing Team</b>     |

# Constructive Feedback

| <p><b>How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?</b></p> | <p><b>Can you tell us why you gave that response?</b></p>   | <p><b>Actions</b></p>  |
|--|---|--|
| <p>Neither Likely nor Unlikely</p>   | <ol style="list-style-type: none"> <li>1. It takes roughly one month to see your Doctor - patient's view</li> <li>2. Selfish reason-- if more patients I won't get an appointment.</li> </ol> | <p style="color: red; text-align: center;">Action plan is in the process of being formulated</p> |
| <p>Don't Know</p>  | <p>I am very satisfied with the service I receive. Apart from one blip</p>  | <p style="color: red; text-align: center;">Action plan is in the process of being formulated</p> |