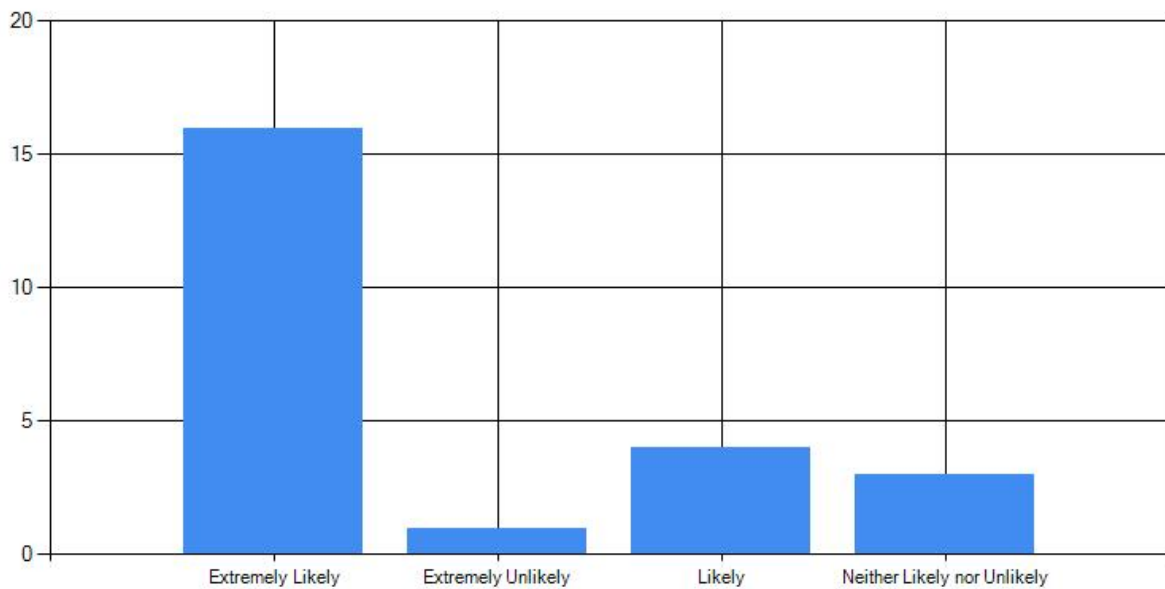


FRIENDS & FAMILY TEST RESULTS

July 2016

Total Count	24
Extremely Likely	16
Likely	4
Neither Likely nor Unlikely	3
Unlikely	0
Extremely Unlikely	1
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	Over the years the treatment received by my late wife and myself has been excellent.	All FFT feedback is shared with the whole practice team, with extra notifications going to those indicated below.
	AAA Need I say more.	
	The nurse was extremely helpful and efficient.	Nursing Team
	I have been a patient since 1983 and have had mostly good care.	
	Ear syringe - fabulous nurse - lovely-helpful, gentle, responding. Many thanks.	Nursing Team
	I can get an appointment any time.	
	No	
	Nurse running late but extremely efficient, pleasant and informed.	Nursing Team
	I saw Dr Smith and he immediately diagnosed a deep infection and on the same day he arranged follow up emergency surgery	Dr Clive Smith
	Well organised, on time, pleasant, efficient.	
	I've had excellent treatment with doctors and nurses always.	Doctors & Nursing Team
	Quick emergency appointment. Doctor was very personable and reassuring.	Doctors
	Nice and friendly	
	Referred very quickly from A&E. Doctor charming, caring and cautious, called for 2nd opinion.	Doctors
	I have always had a positive response from receptionists, relevant to my condition and excellent doctors. Thank you.	Reception Team & Doctors
	Friendly staff -- receptionists.	Staff & Reception Team
Likely	Generally I have no problem with care given.	

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 had an appointment to have my ears syringed cancelled twice. Once at Winsley and once here.	Actions to be attached later
Extremely Unlikely	Waiting time too long with no notice. Let people know how late you are running	Actions to be attached later