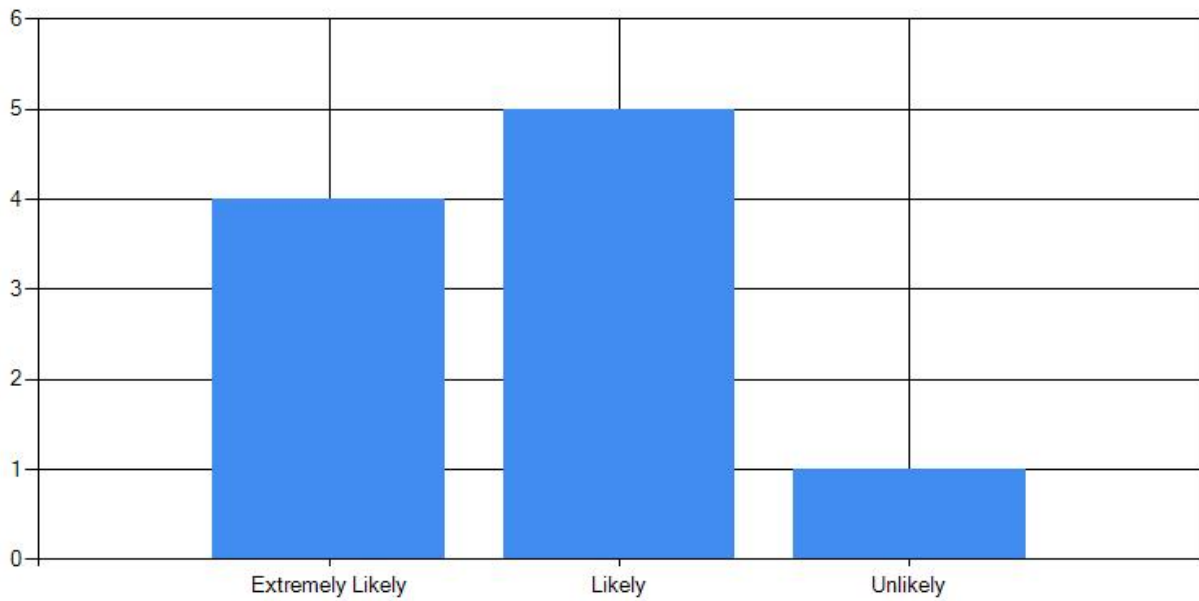


FRIENDS & FAMILY TEST RESULTS

MAY 2016

Total Count	10
Extremely Likely	4
Likely	5
Neither Likely nor Unlikely	0
Unlikely	1
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	Excellent services	
	Dr Heffer was wonderful when my father passed away	
	I have long term mental health problems and have always received first class treatment and support	
	I have had excellent care during my time with this surgery.	
Likely	Quality of care generally good, but waiting time is far too long to get an appointment unless an emergency.	Actions to be attached later
	The surgery is very efficient.	
	Courteous staff and reception ladies.	
	I have always received very good treatment from the practice	

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
Unlikely	Long waiting times, difficult to make an appointment, reception staff not very helpful.	Actions to be attached later