**FRIENDS AND FAMILY TEST**

**RESULTS**

**MONTH: December 2019**

**Total= 85 Responses**

**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Extremely Likely- 57%

Likely- 8% Neither Likely or unlikely- 3%

Unlikely- 2%

Extremely Unlikely- 3%

Don’t Know- 1%

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| --- |
| Because they are brilliant |
| Nice friendly staff ,helpfull |
| [1/2] I think I get the best treatment from doctors nurses I am treated with privacy and dignity all the time and also respect I also like the open surgery eve |
| It is great to see the doctors on an open surgery and the receptionist are very helpful |
| [1/2] If you are worried about anything healthwise you can always go to open surgery instead of waitingfor an appointment. This excellent service gives you p |
| Helpful friendly efficient |
| The doctor was very polite and courteous 07903594196 |
| Pleasant helpful staff |
| Good care from the dr and all the dr surgery team |
| The receptionist was very politeDoctor was nice and looked like he cared |
| very likely |
| I don't see the doctor or nurse often but when I do they are thorough and check problems and refer to a consultant if necessary . |
| Always receive excellent care and attention from a top class practice. |
| rude uncooperative staff |
| Able to get appointment more or less same day |
| Very satisfied with you. |
|  |
| Staff friendly and polite. Arrived late and the nurse still allowed time to see me |
| Good and polite staff, the locum Dr was very good at explaining |
| This is a very good surgery with good staff and doctors. |
| Advice was very clear with precious information |
| Staff are friendly |
| Kind caring thoughtful staff |
| Happy helpful accommodating staff |
| [1/2] I got an appointment when I needed it - straight away. No huffing |
| Because practice doctor ver caring and consider very carley for patient in good manner |
| The doctor was very polite, kind and professional |
| Good care |
| Always polite friendly and and patient with you |
| Great service, nice friendly staff ,reliable. |
| [1/3] My foot/ankle problem has got worse and now my knee and my hip have issues all incurred due to the medical treatment recieved by oaklands hospital throu |
| Not kept waiting. |
| Ellie the young receptionist saved by life telling me to ring 999 an hour later I would be dead now so good girl Ellieshe deserves recognition for what she did for meI always get an early appointment this one on the same |
| It's a really good practice, and fast service |
| Great staff, good service |
| I got a appointment with the doctor for the same day. For the time that was good for me |
| Easy to get an appointment, seen on time |
| Very friendly and helpful staff |