**FRIENDS AND FAMILY TEST**

**RESULTS**

**MONTH: May 2019**

**Total= 92 responses**

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

Extremely Likely- 71 77%

*Likely- 13 14* %

Neither Likely or unlikely- 2 2%

Unlikely- 4 4%

Extremely Unlikely- 2 2%

Don’t Know- 0 0%

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Very helpful | | [1/2] I am with the surgery for so many years and all ways very help full | | I just think all medical staff doctors and also receptionist are so helpful caring and understanding whenever  u attend the practice | | Got good care from there | | Very caring staff & doctors & open surgery every day we can walk in this is the plus point | | Very professional service in a friendly environment | | Because I didn't wait too long to go in and I got a good service | | [1/2] Never had any problems with doctors or supporting staff including reception. This makes you appreciate  the level of care when you know it’s not always the | | Cannot find a fault with the service of the people who are involved | | Nothing is too much trouble. Doctor was very patient and understanding. | |  | | I feel comfortable at the surgery | | The Doctor is very respective to my issues | | Courtesy and patient | | Very friendly and helpful staff | | Good treatment and friendly staff | | The staff are always very good and very helpful and friendly | | I always get good service and treated with courtesy | | Very efficient | | The staff are very supportive doctors are really good | | Made me feel relaxed during my examination and had good medical practice | | Staff brilliant | | They r very helpful | | [2/4] they gave me appointment 1 week after I'm asking which is not | | [2/2] m, so I've got to go and sit in the surgery tomorrow morning to see a DOCTOR to authorise them.  So two journeys for the same problem | | Excellent service and friendly staff | | l have been with the surgery for many years is like family always ready to help | | Quick and easy to get help and treatment. | | The commitment of the staff is second to none nothing to complain about. Other health care services should  take a leaf out of their book | | [1/2] Seen the Nurse yesterday for lung function test Rachel... She is very caring and very professional...  And tells Me all about my treatment and how I can | | Nurse was really helpful and informative; she answered all of my questions and gave me info to take away. | | I will be coming in surgery to discuss this with practice manager | | Doctor listen to the patient is very good | | Surgery service and all staff is very good | | Sister Rachel in her role she makes you feel calm and explains everything perfect | | Am happy with my gp and doctor nearly 11 year so I recommend for families and friends | | Staff are warm and polite | | Lovely friendly staff and nurses. | | [1/3] The reply I gave to the last question is because the surgery is the best surgery when you need  appointment you can get one and dr perveen is the best doc | | [1/2] First time I met new very young doctor at Surgery. She listened me very carefully and prescribed me  medicine. If symptoms doesn't help come next week. I | | [1/4] My last appointment for my baby was ridiculous. Took less than 5 min, the doctor which I did not take the  name, was just rushing to get her next patient | | Always happy with the service and care I receive | | All my problems are sorted with this surgery. Always get an appointment also | | got an appointment in the emergency dr was nice and pleasant checked my son and prescribed medication | |  |  |  |  |  |  |  |  |  | | |  |  |  | | --- | --- | --- | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  | |  |  |  | |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  | |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |
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