**RESULTS FRIENDS AND FAMILY TEST NOVEMBER18**

Thank you to our patients for completing the friends and family test, this is a Government requirement that a short survey asking specific questions has to be completed within all areas of the NHS and results are to be displayed by the practice.

**There were 96 responses received back in November 2018**

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

Extremely Likely 81

Likely 9

Neither Likely nor unlikely 2

Unlikely 1 1 Comments

Extremely unlikely 3 No Comments

Don’t know 0 No Comments

**Comments received –Positive**

Prompt appt and dealt with well

Receptionist always helpful and doctor very thorough

Really helpful advice, very friendly staff

Karen is very caring and professional

Because I'm treated like a human being and not a number. Very caring practice.

As I've said before , I really like the practice and the people who work there , so friendly and approachable and nothing's to much trouble for them .

Dr Kaur is a brilliant doctor

Dr Kaur listened to me and dealt with the problem

Not had any problems happy with my treatment

Nurse present - happy

Dr Nelson always explains everything to me.

The doctors , nurses and staff are excellent, friendly and efficient.

Because the receptionist is pleasant and knowledgeable, I am always seen on time and both the doctor and nurse put you at ease and are straight forward

Caring practice

good receptions to lpaciance not a long waiting time

Everyone always polite friendly and helpful

Never had any problems booking appts or requesting meds, using online access. Dr Kaur and staff are always welcoming and accommodating, provide good care.

It is a well run practice

The doctors are very good, they listen and have a pleasant manner. Waiting is minimal and the staff are friendly and helpful.

Nurse was very helpful with my queries

**Comments received – Negative**

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