**RESULTS FRIENDS AND FAMILY TEST SEPTEMBER18**

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 54 responses received back in September 2018**

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

Extremely Likely 44

Likely 7

Neither Likely nor unlikely 0 No Commens

Unlikely 0 No Comments

Extremely unlikely 3 1 Comment

Don’t know 0 No Comments

**Comments received –Positive**

* Service has always been excellent.
* Very happy with all the information given
* We are always seen on time. Dr Kaur always treats us with respect and gets the job done- First class service
* Very thorough knowledgeable dr and efficient friendly reception team
* Every confidence in Dr Kaur. Also office staff very helpful and always try to get appointments as soon as possible.
* Because I am very happy with my experience at Moorside medical practice.
* Karen very caring and professional
* The practice nurse practitioner she is amazing
* Pleasant, professional staff. I feel my issue is being dealt with quickly and efficiently
* Dr Kaur listened to me and carried out a full check to make sure I had the correct medication.
* Felt at ease and listened to
* The Drs and staff are always helpful and friendly, they all go their best in very challenging times.
* Very professional caring & patient

**Comments received – Negative**

* Dr need pays attention to what you are saying and gives wrong information and doesn't apologise when it has been proved.