**RESULTS FRIENDS AND FAMILY TEST JANUARY 19**

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 86 responses received back in January 2019**

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

Extremely Likely 73

Likely 8

Neither Likely nor unlikely 0

Unlikely 1 No Comments

Extremely unlikely 3 No Comments

Don’t know 0 No Comments

**Comments received –Positive**

* My call was answered quickly, my appointment was booked easily and was on time. Friendly and efficient.
* I found the nurse very friendly and helpful
* They look at any other medication you are already taking. Dr. Nelson reminds me of the type of doctor I use to visit way back in the 1950/60's. To sum up she's a true professional
* Nurse was very informative and I felt like my well being was important.
* Brilliant doctor Caring and listens and brilliant back room staff
* The nurse I saw was caring and very helpful.
* It is always run efficiently
* Extremely efficient
* Best doctors in Oldham doctors listen and help u with what ever your problem is and they never let u down
* Very friendly staff that have explained everything in detail and have made me feel welcome to my new practice.
* Seen on time thought I was looked after well by the doctor
* I was looked after verey well
* Very happy with the gp the wait was not long and i was happy with the outcome
* Dr Nelson is excellent
* Ease and efficient service
* Friendly and welcoming staff. Great advice and treatment.
* She is nice, talk to me nice treat me nice thanks
* I have a very good doctor and nurses and the other staff are very helpful
* Efficient service & always listened too
* Very attentive, caring medical staff
* Good organised & clean. Good Doctor & nurses. ??
* You get an appointment within a day or two, seen fast, they are friendly, the dr is lovely to my little boy who is a monkey. It is just a lovely drs
* It was my first visit to the doctors and the doctor I seen was really felt listened to
* You look after my mum well and have been good with me and my blood pressure thank you x
* Because of the service I always get from Dr nelsons she is an amazing doctor with lots of care and support.
* Very good service would highly recommend the doctor & practice
* Polite and efficient
* Always very polite and listen to me.
* Easy to get a quick appointment
* Because you always do your best to let your patients see a doctor when they genuinely need one and Dr Kaur is amazing so down to earth and genuine
* Cos the docter is the best one i have ever seen and at 63 thats going some
* Fantastic place to go to really friendly people that work there
* Great staff great gp nurses

**Comments received – Negative**

* I have been on 2 occasions to see dr kaur myself for the same issue and once with my daughter
* The doctor was rude, in no way showed empathy and dismissed my long term condition. She was not helpful and I came out of my appointment very upset