**RESULTS FRIENDS AND FAMILY TEST MAY 18**

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 62 responses received back in May 2018**

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

Extremely Likely 48

Likely 10

Neither Likely nor unlikely 1

Unlikely 0 No Comments

Extremely unlikely 1 No Comments

Don’t know 2 No Comments

**Comments received –Positive**

* Great practice staff are polite and very helpful
* Good service from reception then a very sympathetic and understanding appointment with the doctor.
* I like the practice, appt. Availability. And Dr. Kaur
* Quick appointment caring practice
* My doctor is very good with us . She is understanding and helpful
* Always have great service at Moorside medical staff first class
* 9 times out of 10 get appointment and staff willing to help.
* Quick appointment. Doctor listens and reception staff are friendly and helpful
* Very helpful and caring and did everything to help with your problems and advice .would definite recommend them
* Because the service u receive is very professional
* Clean and tidy. Well met. No stress or pressure. Staff who know what to do. Answered all my questions clearly.

**Comments received – Negative**

No negative comments were given in response to the scoring so practice unable to publish this month