**RESULTS FRIENDS AND FAMILY TEST OCTOBER 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 87 responses received back in October2018**

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

Extremely Likely 78

Likely 5

Neither Likely nor unlikely 0

Unlikely 0 No Comments

Extremely unlikely 4 1 Comments

Don’t know 0 No Comments

**Comments received –Positive**

The nurse is absolutely wonderful. Kind, caring and compassionate

Good service. Helpful and friendly staff and doctor

The whole practice seems to be very very efficient the staff are friendly and courteous and the doctor's

The appointment was dealt with quickly and professionally.

Dr Nelson is wonderful and really cares if she left at any time I know a lot of people wouldn't be happy

has helped me sooo many times and really

Always good service and advice

Nurses try very hard to deal with your concerns

Seen on time and issue dealt with quickly and promptly

We always get excellent from everybody at the surgery.

I typed 1 for extremely likely because the service is outstanding staff are brilliant I would recommend anyone using

All staff are exceptional and the service is effective and efficient whilst being person centred

Very friendly staff. Very happy with the doctor I saw she listend to me and understood. Nice and clean practice.

Friendly reception & a doctor who explained the problem.

Receptionist polite doctor alway polite and professional

The best treatment and someone that listens to you

Every problem is dealt with promptly. Never turned away. Always help to resolve anything you are dealing with.

I am a new patient and saw a lovely nurse who put me at ease right away

Friendly front desk staff and Dr Nelson is an excellent doctor.

Because when I ring to get appointments I was get one

**Comments received – Negative**

The doctor I have doesn't care much for your problem and just seems to want to get you out the door as fast as possible or fob you off onto someone else,