**RESULTS FRIENDS AND FAMILY TEST JULY 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 75 responses received back in July 2018**

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

Extremely Likely 60

Likely 8

Neither Likely nor unlikely 2

Unlikely 2

Extremely unlikely 4

Don’t know 0

**Comments received –Positive**

* Very organised professional and friendly
* Always able to get appointment doctors very good
* Prompt response to visit request . Friendly approachable staff
* Friendly helpful staff. And the doctors take time to explain in simple terms.
* A feeling of trust in the Doctor and other practice staff
* I'm happy with the service I get at the practice . And have already recommended it to family and friends
* Very friendly, helpful efficient professionals. We are so lucky to be and feel very well cared for in our practices care.
* I was dealt with sensitively and promptly and reassured about my health concern
* Excellent phone up for an appointment very helpful and I was very satisfied
* I am always made to feel welcome and my issues are always resolved within my visit. The staff are always brilliant, thank you
* Easy to get an appointment and dr is very helpful
* Because the staff are helpful and Dr Nelson listens to the patient and helps.
* Good practice all round

**Comments received – Negative**

* Dr kaur doesn't no anymore about my conditions years later. Told me to sunbathe which would be harmful to my lupus + not to mention the skin cancer
* When I went medicine the nurse was explain the NHS expenses I am extremely not happy about it