FRIENDS AND FAMILY TEST QUESTIONNAIRES

August 2017

12 cards completed

Question was: How likely are you to recommend our Practice to Family and Friends if they needed similar treatment:

Extremely likely 8

Likely 3

Neither likely or unlikely 0

Unlikely 1

Very unlikely 0

Don’t know 0

Comments:

We appreciate all you do for us

Quick & polite service

Secretary very helpful

A Big thankyou to our reception team

Thankyou Joanne for being so polite

Thankyou Doctors for taking time to listen

Lorraine was very helpful today

The staff are professional & polite

We are lucky to have such a great surgery

Other comments:

Staff need some customer care training

Telephone lines need improving