FRIENDS AND FAMILY TEST QUESTIONNAIRES

January – March 29019

51 questionnaires completed

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

|  |  |
| --- | --- |
| Extremely likely | 43 |
|  |  |
| Likely | 8 |
| Neither likely or unlikely | 0 |
| Unlikely | 3 |
| Very unlikely | 0 |
| Don’t know | 0 |

Comments:

* Friendly Staff & Professional GPs
* Anne is a lovely caring person
* The staff are courteous & helpful
* You can get a same day appointment if necessary
* I get an appointment fairly quickly much better than my previous surgery
* Helpful, timely & well informed
* The care I receive has been the best
* The Nurses are very friendly & professional
* The Doctors listen carefully and take an interest in the patient
* Dr Khoury is an asset to the surgery, very compassionate
* Appointments are easy to book on-line
* Bereavement card made us feel supported by the practice

Other Comments:

* Too long to wait for a routine appointment
* Obstructive reception staff
* Poor bedside manner from the nurse