**FRIENDS AND FAMILY TEST QUESTIONNAIRES**

**April – June 2019**

 46 completed

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

Extremely likely 34

Likely 6

Neither likely or unlikely 2

Unlikely 1

Very unlikely 2

Don’t know 1

Comments:

* I would like to thank Jo on reception, very professional
* Nurse Anne is lovely
* Excellent care from Dr Staples
* I am happy to see any of the Doctors at this practice
* Fantastic Team don’t change a thing
* Fantastic Level of care from supportive & Knowledgeable staff
* Good bunch of nurses very helpful & reception very efficient
* Dr Rahman is professional & supportive
* Christine the secretary went above and beyond to help me
* Good patient centred care
* Staff are all friendly and approachable

Other comments:

* I am disappointed that blood tests are not done in the surgery
* The appointment system is efficient, but waiting times too long
* I wish I could see the same Doctor more often
* Travel vaccines were not in stock, even after a week of booking my appointment
* Sometimes reception could be more friendly