FRIENDS AND FAMILY TEST QUESTIONNAIRES

July - September 19

48 Responses

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

Extremely likely 38

Likely 5

Neither likely or unlikely 3

Unlikely 0

Very unlikely 2

Don’t know 0

POSITIVE COMMENTS:

* ANP Excellent response to Urgent Health Issues
* Very professional staff, dedicated to delivering a quality service
* You couldn’t want for a better staff
* Friendly helpful knowledgeable & supportive
* Good experience with reception team & a great experience in consultation with Dr Staples
* From phone call to seeing a GP all in 3 hours no complaints from me

Other comments

* A prescription line would be helpful
* Appointment system is hard but so is every surgery
* Waited 30 minutes with a one year old