FRIENDS AND FAMILY TEST QUESTIONNAIRES

April – March 23/24

481 responses

Question was: Overall How was your experience of our service.

Very Good 404

Good 42

Neither good/poor 15

Poor 12

Very Poor 7

Don’t know 1

POSITIVE COMMENTS:

* Very professional surgery.
* Totally recommend.
* Nurses are efficient and friendly.
* Lovely Nurses very helpful
* Very pleased with the practice, feel like I am looked after.
* I love the e-consult system.

Other Comments – Only thing I am not happy about is, that, of not seeing the

Doctor.

Never on time, which is not very good for people with Autism or mental health problems.

The phone could be answered quicker.

Question: How likely are you to recommend our practice to family and Friends.

130 Responses

* 76% of patients would recommend.