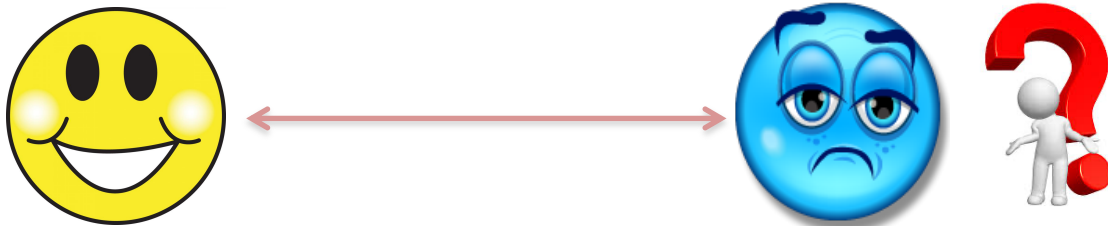


NHS FRIENDS & FAMILY TEST

“HOW LIKELY ARE YOU TO RECOMMEND OUR SERVICE TO FRIENDS AND FAMILY IF THEY NEEDED SIMILAR CARE OR TREATMENT?”

December 2023 RESULTS



Very Good	Good	Neither Good/ nor Poor	Poor	Very Poor	Don't Know
66	11	3	1	6	0

Comments Received from Patients included:

- ‘Staff are very helpful, professional and friendly’
- ‘Able to get an appointment immediately, happy to be seen so promptly’
- ‘No waiting to see practitioner, diagnosed immediately and received prescription immediately. First class’
- ‘Very supportive’
- ‘Receptionist very knowledgeable & helpful. This accelerated the process & resulted in prompt appropriate care. An impressive set up. Thank you’
- ‘The receptionist I spoke to was lovely, so polite and very helpful’
- ‘Very caring and understanding’
- ‘Everyone is polite, nice atmosphere & quickly dealt with. Thank you’
- ‘Great timely service & appointments, welcoming and genuine, helpful reception staff, and great Dr/Clinicians as always’
- ‘Responsive, effective & efficient’
- ‘Appointment was prompt & carried out professionally, satisfied with experience’
- ‘Always very helpful, nothing ever too hard for them to answer or sort out’
- ‘Very good response & understanding’
- ‘I was listened to carefully’
- ‘Always polite and helpful even under pressure’
- ‘The doctor was very professional, respectful, and allayed my worries on the matter I saw him about. Credible Practice’
- ‘Phone answered on first call at 8am! First time ever’
- ‘Was asked questions and listened to with answers, not rushed’

**HAVE YOUR SAY TODAY...
 COMPLETE A FRIENDS & FAMILY
 QUESTIONNAIRE**