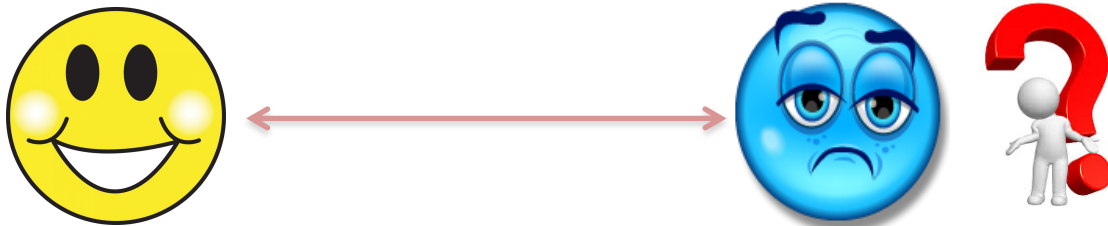


NHS FRIENDS & FAMILY TEST

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

January 2024 RESULTS



Very Good	Good	Neither Good/ nor Poor	Poor	Very Poor	Don't Know
97	11	3	1	3	0

Comments Received from Patients included:

- ‘Don’t often go to the doctors but it is obvious improvements have been made’
- ‘Staff are friendly and make me feel at ease’
- ‘Always excellent service and caring staff’
- ‘Excellent service and good quality of service to patients’
- ‘I’m very pleased. 10/10. Reception staff was really nice and very helpful 10/10. Total excellence’
- ‘I was dealt with promptly, sympathetically and with efficiency’
- ‘Wonderful, caring & efficient reception staff. GP that listens, gives considered advice & takes action to further my & my families health’
- ‘Got an appointment same day, made me feel at ease’
- ‘I’ve always had a very good service from all members of staff’
- ‘Understand my learning difficulties’
- ‘Receptionist was helpful and friendly. The practice nurse professional and prompt’
- ‘I always feel welcome, it’s a fantastic service and I also feel comfortable talking to your reception staff as well as doctors, your lovely doctors, I’m so happy’
- ‘Everything was perfect thanks’
- ‘Always happy with the outcome, very knowledgeable’
- ‘Always polite and helpful even under pressure’
- ‘Got an appointment very quickly and consultation was very thorough throughout’
- ‘Nice to see appointment was made without any problems. Perfect thanks’
- ‘Both myself & my wife can’t thank you enough for the care you give to us – it’s second to none’

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