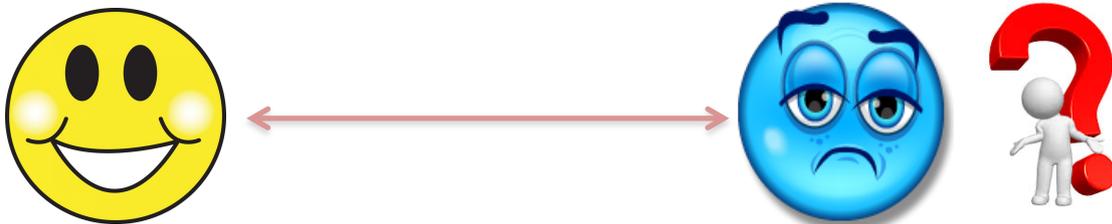


NHS FRIENDS & FAMILY TEST

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

November 2023 RESULTS



Very Good	Good	Neither Good/nor Poor	Poor	Very Poor	Don't Know
74	13	6	3	3	2

Comments Received from Patients included:

- `On time and got the appointment in a timely manner, very professional and friendly`
- `Cannot fault the service received`
- `Very professional`
- `All the information provided was excellent and fully explained. Excellent service`
- `Seen on time, helpful & courteous`
- `Quick, simple, on time and good bedside manner. Brilliant`
- `Got an appointment within 24hrs. Doctor was courteous and thorough`
- `I was dealt with in a professional and friendly manner and was offered an appointment quickly`
- `It was great to have an appointment on the same day`
- `Fantastic service, excellent doctor`
- `I feel that I always receive top quality treatment and interaction`
- `I am very happy about how I was treated`
- `The surgery is efficient and professionally managed. All staff are polite and respectful with a friendly manner. Always get a prompt appointment`
- `The care and attention received was excellent`
- `Prompt, easily gained an appointment, very little waiting time`
- `Lovely, caring, professional`
- `Excellent outcome, very pleased`

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