

## NHS FRIENDS & FAMILY TEST

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

### July 2024 RESULTS



Very Good	Good	Neither Good/ nor Poor	Poor	Very Poor	Don't Know
85	19	1	0	0	1

#### Comments Received from Patients included:

'I really can't fault the service that is provided from all at this practice'  
 'Outstanding'  
 'Prompt service'  
 'Service with a smile'  
 'The staff always listen and actually care about you'  
 'Friendly staff & outstanding service'  
 'They are extremely efficient & caring'  
 'Everyone is so nice & always happy to help'  
 'Brilliant service'  
 'Thank you for all that you do for me & my family'  
 'The staff listen to your concerns and treat you as an individual'  
 'Brilliant service each and every time'  
 'All the practice staff go above & beyond and want to help'  
 'Efficient & extremely prompt service'  
 'Always manage to get an appointment on the day that I call'  
 'Turnaround for queries is so quick'

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