

## FRIENDS & FAMILY RESULTS JULY 22

The Friends & Family test asks the following questions :

**Thinking about your recent appointment, overall, how was your experience of our service ?**

See below the responses and comments from patients who completed the Friends & Family survey cards in the surgery following their visit.

Very Good	78%
Good	17%
Neither Good nor Poor	1.5%
Poor	1.5%
Very Poor	2%

- Pretty good service at all times, especially Tanya, Louise, Claire, Laura & all doctors.
- I have had occasion to have a number of appointments over the last couple of years and have always found staff to be professional, friendly & helpful. This includes reception staff, nurses & doctors.
- Friendly, caring staff
- Great people
- Got a same day appointment and tests were carried out very quickly and follow up appointment was given straight away and I had the option of face to face or telephone consultation which I think is fantastic. Lovely staff also.
- I've never experienced anything negative. Front reception staff, right through to GPs always treated with respect which is mutual.

**178 Responses from SMS text surveys are available to view if required.**

