

From 1st December 2014 all General Practices are required to ask patients what is known as the “Friends and Family” Test. You can complete the questionnaire in practice or if you have on line access you can complete it there.
We will publicise our results on a monthly basis.

April 2018

How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?

Extremely Likely –	78.13%
Likely -	21.88%
Extremely Unlikely	0%
Neither Likely nor Unlikely	0%
Unlikely	0%
Don't know	0%

General Comments

- Excellent
- Everyone is very helpful, happy I changed.
- Everyone is fabulous, never had a problem
- Love the surgery, GP's are fantastic, all the girls are helpful and friendly
- Very helpful staff.
- Excellent surgery.
- Always friendly and give full and accurate advice. Receptionist is always helpful too.
- Always happy with the service.
- Dr Burrell is and outstanding GP. Receptionists are very helpful. Well done.

March 2018

How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?

Extremely Likely –	68.42%
Likely -	26.32%
Extremely Unlikely	0%
Neither Likely nor Unlikely	0%
Unlikely	2.63%
Don't know	2.63%

General Comments

- Great.
- Need better door, very stiff and Heavy.
- Lovely helpful practice, but need more appointments.
- Came for bloods and got fitted in on the spot by Kelly, she is fab. Very good service, thank you.

- All GP receptions should be private away from members of the public within hearing/listening distance.
- Dr Gittins was so lovely.
- Have been with this medical centre for 25 years. During that period I have had excellent treatment, as has my family.
- All staff very friendly and efficient.
- Door to surgery is awful.
- Very friendly and helpful, excellent service getting on the day appointment.
- Only been here a few weeks and find the service exceptional.
- Have always been satisfied, thank you.
- Had a minor procedure in the surgery. Excellent result, no post op issues, very convenient.
- Dr McMenzie was lovely.
- I have always found the GP's and other staff extremely efficient and helpful.
- It has been wonderful.
- Kelly was very good and friendly.
- Thank you Heather saw my daughter yesterday. Service was prompt and effective. Nurse prescribed antibiotics on the day to relieve symptoms of UTI.
- Debbie was very helpful when sorting my hospital appointments.
- Receptionist is a star.
- Excellent surgery.

February 2018

How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?

Extremely Likely –	88.24%
Likely -	5.88%
Extremely Unlikely	0%
Neither Likely nor Unlikely	0%
Unlikely	5.88%
Don't know	0%

General Comments

- Always a very good service and very polite friendly staff.
- Excellent, straight forward service – clearly explained and friendly.
- I am a new patient and up to now have been well impressed by the service I have received from medical and administrative staff.
- Lovely surgery. Always get an appointment when needed. Everyone is very helpful.
- Naomi was great, very professional and friendly when taking blood.
- Great job squeezing me in.
- Excellent service, was very ill, got an immediate GP appointment and was admitted to hospital the following day. 5 star service.
- Had bloods with Naomi, she was fantastic, very friendly and excellent at taking blood! Didn't feel a thing.

- I am being asked to PAY for my blood test results – outrageous! This is not best practice.
- We find the medical service exemplary. Whether for mental health or physical conditions.
- I have always been well cared for by this practice. 5 stars.
- Excellent.
- Caring and efficient doctors. Reception staff are very helpful and understanding.