

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.

November 2017

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

Extremely Likely –	71.43 %
Likely -	21.43%
Extremely Unlikely	0%
Neither Likely nor Unlikely	0%
Unlikely	0%
Don't know	7.14%

General Comments

- I think this is an excellent practice. We are lucky to be part of it! ☺
- Great service, hope it continues
- Always been pleased with service. Lived here 25 years.
- Staff always friendly.
- Have to wait too long to be served at desk. Girl never off phone! Mp mp [orvacu – terrible to hear private call.
- Excellent services. Patient choice is really important to me as I am sensitive to tablets.
- Saw Dr Burrell, very helpful and a good manner.
- Extremely helpful reception, nurses and doctors.
- Never had a problem seeing a doctor or a nurse.
- Practice is very efficient. Appointments are available within a quick timescale. Using technology to keep patients informed about appointment times.
- Brilliant service, thanks a lot.
- On line appointment service is good and currently can get an appointment within a week.

October 2017

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

Extremely Likely –	71.43 %
Likely -	23.81%
Extremely Unlikely	0%
Neither Likely nor Unlikely	0%

Unlikely	0%
Don't know	4.76%

General Comments

- Highly Satisfactory
- I have always been extremely satisfied with my treatment at the surgery and today was no exception
- All staff are very caring
- Wonderful practice, reception staff lovely, always get seen when needed by lovely GP's
- Brilliant service
- Extremely fantastic practice. Only have to wait 1 week for appointments instead of 4 like my previous practice
- Ripped baby changing mat
- Dr Rae is a great doctor
- Very efficient for appointments
- Horrendous wait for nurse appointments
- No faults
- Always pleased
- Dr Burrell has helped me enormously on two separate matters in the last few months. She listens and offers effective treatment and advice and both these matters have been longstanding for me. She is wonderful.
- Saw Kelly for bloods and she got them with no problem, I am normally very nervous