

From 1<sup>st</sup> 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.

### October

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

Extremely Likely –	81.25%
Likely -	18.75%
Extremely Unlikely	0%
Neither Likely nor Unlikely	0%
Unlikely	0%
Don't know	0%

### General Comments

- Super service
- Dr Bridge lovely new doctor
- Great Surgery – Cannot fault
- Dr Burrell is great
- Thank you for fitting me in for a flu vac when I came for my doctors appointment
- Reception staff are so helpful
- Best blood test I have ever had by Kelly
- Lisa is very helpful on the phone, customer service is really good
- Thank you very much for your help when my husband took ill
- I have fond that al the staff at the health centre are very helpful and also very kind and understanding. Jacque was very helpful
- I find all staff in the surgery helpful, friendly and informative, no complaints at all
- Very good treatment, thank you, pleasant and professional
- Kelly is just lovely
- Staff went the extra mile to help with my prescription
- Efficient and friendly
- Naomi always has a welcoming smile when you come in
- Very polite and friendly
- Very helpful, given urgent appointment at short notice – thank you so much, so helpful

### September

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

Extremely Likely –	82.35%
Likely -	17.65%
Extremely Unlikely	0%
Neither Likely nor Unlikely	0%

Unlikely	0%
Don't know	0%

#### General Comments

- I think the practice has improved tremendously and in my experience provides an excellent service.
- Mum rang first thing in the morning with poorly daughter. Daughter was seen and given medication and back home by 10am. Mum very happy with service.
- Reception are very helpful in finding an appointment out of hours.
- Outstanding surgery. Not been registered long but received excellent service every time.
- Michelle is the nicest nurse I have ever met.
- No complaints 😊
- Excellent surgery, 4 week wait for an appointment at my last surgery.
- Excellent surgery.

#### August 2018

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

Extremely Likely –	81.40%
Likely -	16.28%
Extremely Unlikely	0%
Neither Likely nor Unlikely	2.33%
Unlikely	0%
Don't know	0%

#### General Comments

- Great.
- Fabulous for fitting in around working away. Great service.
- Receptionist Caz has been extremely helpful.
- Rang surgery, seen by nurse same day.
- Very helpful and good advice.
- Brilliant, seen very quickly.
- Always very friendly and caring.
- Demands of the NHS are getting ridiculous, but Beaumont Park are handling extremely well.
- Everyone at surgery is so helpful and kind.
- Very happy with the care here.
- Sometimes when I call for an appointment the member of staff isn't always the most helpful.
- First class GP service.
- Always got an appointment when needed. Thank you all, very pleased with the service.
- Lesley sorted lots of issues out for me.
- Dr Burrell is a brilliant doctor.

- Great surgery.
- Steph was great, very helpful.
- Steph was wonderful and so helpful.
- Came with dad, excellent care, I am going to register here.
- Very happy with treatment.
- Kelly was fantastic, thank you 110%
- Very good service.
- Very impressed with Dr Burrell whom I saw today- very thorough.
- Appointment 30mins late.
- Came here for years, great surgery.
- Brilliant service, seen same day.