

Friends and Family Results February 2015

Paper Results

Extremely Likely	9
Likely	2
Neither Likely or Unlikely	
Unlikely	0
Extremely Unlikely	1
Don't Know	0
Total Number of Returns:	<u>12</u>

Comments

- Very Friendly doctors and staff.
- An efficiently run surgery, which must be at times difficult with pressure on all surgeries, but I have not had any difficulty at all in recommending this surgery.
- My family have all been with the Practice for a long time and have always been very satisfied with attention given to us.
- Because the doctors and staff are extremely helpful and a great service. You are also getting quicker with appointments and not running late.
- 1st Class care and treatment.
- Doctors, Nurse, staff friendly & helpful. Appointment personal and telephone available on the day if early telephone call made. It is possible to book ahead but quite a long wait.
- I was very happy that I got the help I needed.
- Because sometimes you run a bit late, but have great service.
- Very helpful Practice.
- Reception is turgid and no urgency in system.

Internet Results

Extremely Likely	1
Likely	
Neither Likely or Unlikely	
Unlikely	2
Extremely Unlikely	
Don't Know	
Total Number of Returns:	<u>3</u>

Comments

- Old and outdated surgery. Staff unhelpful. Made to feel you are putting them out when you ask for information.
- Always told there are not appointments available no matter how early in the day you phone, yet when you go into the surgery they manage to give you appointments leaving me getting moaned at by GP for leaving it late in the day to take a 2 year old in as the receptionist refused to give me appointment over the phone.