

## Friends and Family Results March 2016

### Paper Results

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

### Comments

Helpful and friendly, have confidence in doctor

### Internet Results

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

### Comments

The care and ongoing support being given to my father by all doctors and staff at this surgery has been excellent. Nothing is ever too much trouble for anyone and I can't thank all staff enough.

It is still so difficult to get through on the phone and also there is a receptionist latterly that really needs to be more in tune with the patients, her telephone skills are poor, she is rude, abrupt and we are certainly not difficult patients, we don't come very often but the last 2 weeks I have been very poorly and her attitude is appalling.