

Friends and Family Results September 2015

Paper Results

Extremely Likely	2
Likely	0
Neither Likely or Unlikely	1
Unlikely	1
Extremely Unlikely	1
Don't Know	0
Total Number of Returns:	<u>5</u>

Comments

All doctors are kind, caring, take time to listen. Receptionists are polite, helpful, understanding of individual's needs. Thank you to all staff at Practice for great support.

Very poorly run, 40 mins wait to see GP.

Convenient location but not of the staff are friendly – they don't smile and don't even let you know or apologise when they are running almost an hour late.

Internet Results

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

Comments

Repeated problems with online prescription ordering. Complaints not taken seriously. Seems service has declined in the last 2 years.