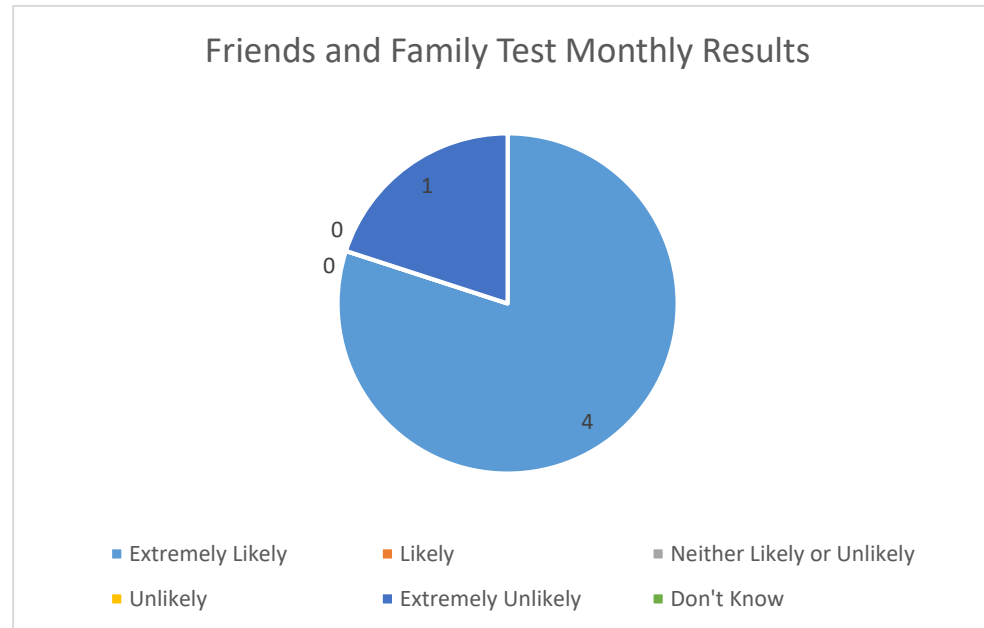


## Friends and Family Test Results August 2016

How Likely are you to recommend your GP Surgery to your Friends & Family?

Extremely Likely 4  
Likely 0  
Neither Likely or Unlikely 0  
Unlikely 0  
Extremely Unlikely 1  
Don't Know



We asked ... "Can you tell us why you gave that response?"

Appointment availability and helpful receptionist (C Hunt)

The Lanes feel they give you extra help (Receptionist). Always clean and fresh. Good Parking (J Handley)

Excellent Treatment (L Jackson)

Sometime ago I was referred to hospital with stomach problems and my doctor phoned up and made an appointment for me straight away. Treatment was then given with good results.

I have been trying unsuccessfully for about 2 months to get an appointment with Dr Williams. Finally gave up. The doctor I saw today was very helpful. I usually feel very rushed in the consultation (S Bates)



