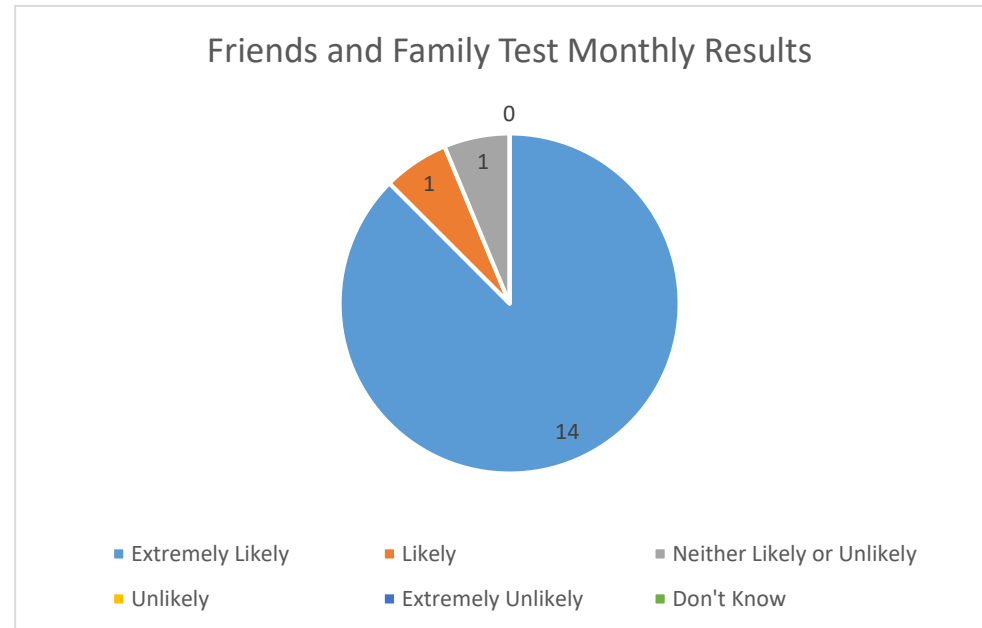


Friends and Family Test Results February 2017

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

Extremely Likely	14
Likely	1
Neither Likely or Unlikely	1
Unlikely	0
Extremely Unlikely	0
Don't Know	0



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

Fantastic service, fantastic surgery, fantastic front line staff. Wonderful Dr Williams.

No hesitation in awarding "Extremely Likely".

Excellent doctors, They listen and care.

Very helpful reception service, very quick and polite/helpful. Good communication just a little behind time.

This is the best practice I have been to, friendly and welcoming and always manage to get an appointment when you are poorly.

I wanted to just have a telephone appointment but very helpful receptionist offered me face to face appointment with GP. Excellent service, can't say any more.

"Extremely Likely" because Louise made me feel at ease and explained in simple terms what was happening to me. Lovely bedside manner.

Very clean, friendly place. Quiet, not what I was expecting in the middle of Derby.

In the main reasonably satisfied - would like to see appointments more easily available at the Lanes. It seems too many times that Vernon Street is presented as the only option. Would also like the nurse to do blood tests on a further day as Friday morning is not always convenient.

