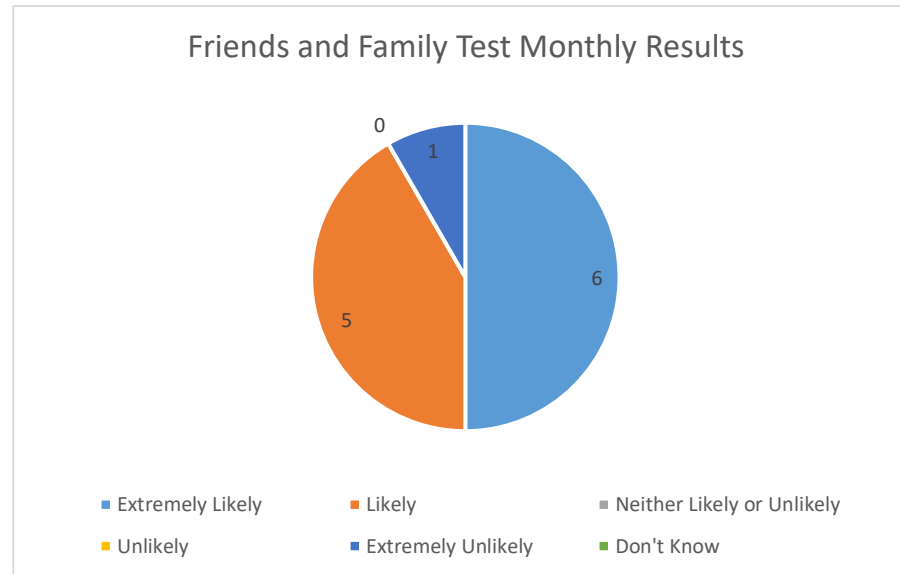


Friends and Family Test Results December 2015

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

Extremely Likely
Likely
Neither Likely or Unlikely
Unlikely
Extremely Unlikely
Don't Know

6
5
1



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

Dr Wright treated me very well (anonymous)

Sometimes it is impossible to get an appointment via Receptionists (L Greensmith)

Satisfaction (L Tipping)

Excellent Care, respectful staff and GPs. Listen, understand and provide appropriate intervention (J Daniel)

Efficient Staff always pleasant and accommodating (anonymous)

Doctors and nurses have always been helpful and understanding. Generally able to get an appointment staff very supportive and thorough (R Babe)

Close to home.

Happy with Doctors approach and thoroughness. Appointment availability can be difficult sometimes (anonymous)

The service is always good. Sometimes it's difficult to be seen/make an appointment straight away but all GPs and staff are friendly and willing (L Barbar).

Always been happy with care shown to me and my family (anonymous)

Staff are very helpful and nice (K Seeley)

Never seen on time can sometimes wait up to 1 hour to be seen. Can never get an appointment on the day made to wait when arrive on time (C Posiak)

