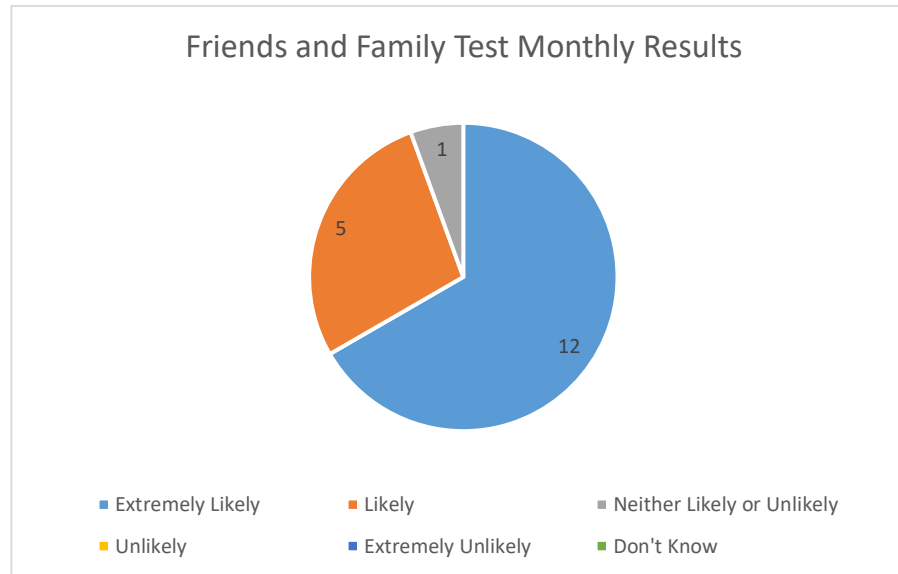


Friends and Family Test Results December 2015

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

| | |
|----------------------------|----|
| Extremely Likely | 12 |
| Likely | 5 |
| Neither Likely or Unlikely | 1 |
| Unlikely | |
| Extremely Unlikely | |
| Don't Know | |



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

I telephoned for doctor appointment and was fortunate to get appointment for the following day due to a cancellation. I have just had follow-up appointment and I am extremely satisfied with doctor, treatment and receptionists. Prior to this visit I found it necessary to attend walk in centre on several occasions due to appointments being 2 weeks away. Therefore never got to know any doctors and probably a couple of years since I had an appointment with a doctor. I hope this can continue. Thank you (Maureen Lawson).

We have had a bad year health wise and we have been looked after so well. We, at one point, needed to see a doctor 6 times in 10 days and we were always seen and treated with the utmost care and support (Susan Martin).

Fantastic GP who looked after me (anonymous).

Excellent Care (anonymous).

The staff and doctors are all very helpful (Margaret Gregory).

Staff always good, efficient, kind, helpful, professional and courteous. Always cheerful and safety conscious (anonymous).

Absolutely first class. Highly Impressed (anonymous).

I can always speak to a doctor or get any emergency appointment when I need to and the reception staff are always friendly and helpful. (Anonymous).

I have been with the practice all my life and I am very happy with the support from everyone - doctors, Receptionists, nurses are all great (Janet Hinchcliffe).

A brilliant idea for those who live slightly further from the practice or work longer hours and can't nip in (anonymous).

I chose to go to this practice because of friendly service (anonymous).

My experience of this practice has been very good. (Colin Davis).

Always had good service so that is why we remain at this practice (anonymous).

Always have appointments available. Always recommend hospital visits when needed (anonymous).

Good service provided. Pleased with Doctor's service (anonymous).

Patient care is good (anonymous).

Very good GP care, especially for young son (Laura Martin).

Never get an appointment when needed (anonymous).