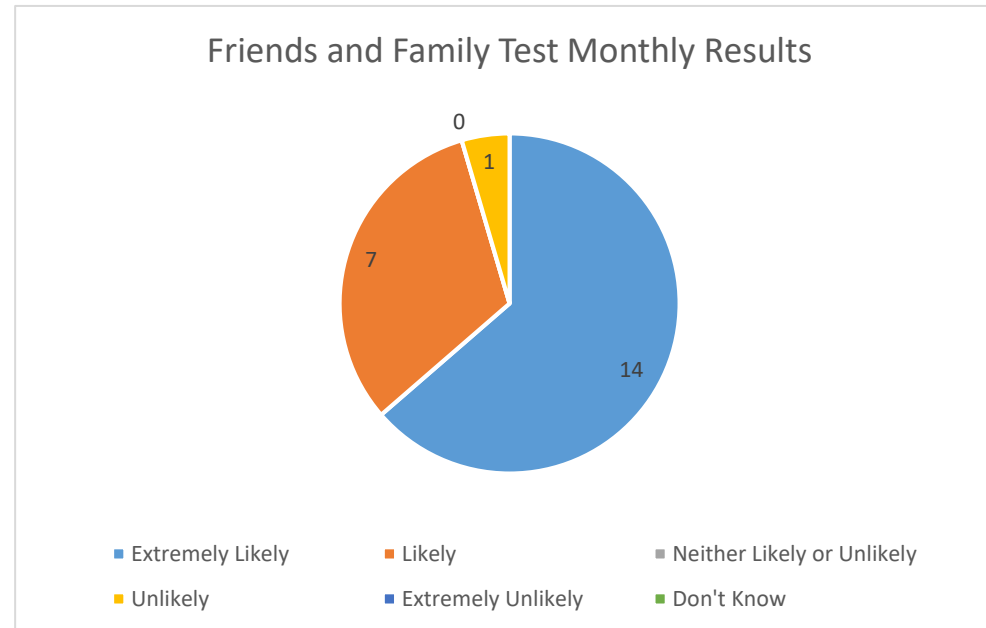


Friends and Family Test Results March 2017

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

Extremely Likely 14
Likely 7
Neither Likely or Unlikely 0
Unlikely 1
Extremely Unlikely 0
Don't Know 0



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

This is a very efficient and caring medical practice.

Very good.

"Extremely likely" because all the doctors and nurses look after us and care about us. All reception staff are very polite and friendly. Thanks.

Clare did my routine smear test and I wasn't aware it had been done. Pain free and made me feel relaxed.

Very warm bedside manner.

Clare very helpful.

First time of visiting this practice as I have never had any illness/injury/other cause to see doctors since registering with practice 10 years ago. Despite prior doubts about long waits for appointments etc from hearing and reading of patients' experiences, I was pleased to be given an a.m. appointment having rung only first thing that same morning. I had to wait in agony only a short time before seeing Dr Aitchison, with whose approach and manner I was entirely satisfied. Although I naturally hope for a minimum of necessary future visits, I hope any further ones (e.g. the blood test appointment on 7th March) and a subsequent appointment with Dr Aitchison will be as stress free and efficient as this first one has been.

There is a lack of appointments for younger people. You are always trying to send people to Vernon Street as no appointments available at the Lanes.

