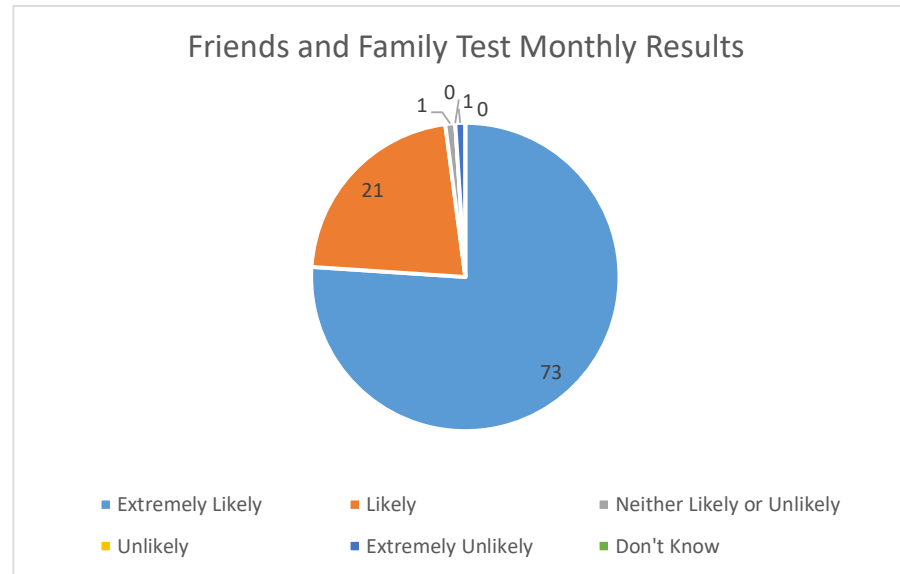


Friends and Family Test Results 1st April 2018 to 31st March 2019

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

Extremely Likely	73
Likely	21
Neither Likely or Unlikely	1
Unlikely	0
Extremely Unlikely	1
Don't Know	0



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

"The Speed was impressive and lovely staff".

"Convenience".

"Absolutely brilliant".

"Going like clockwork, really good".

"Super efficient".

"Totally efficient and caring, pleasant attitude of staff".

"Pleasant staff and good doctors".

"I've been loyal to the practice for years".

"All the staff, Drs, Nurses, receptionists etc that we have been in contact with have always been helpful".

"Kind accessible practice".

"Our visits for the flu jab was extremely brisk and efficient with no waiting at all".

"Rebecca was extremely helpful, polite, professional and it was a pleasure to deal with her. Really pleased".

"In 40 years there has never been any problems for myself or family at this practice".

"I had bloods taken and it never hurt one bit and reception are well mannered".

"Receptionist very helpful when doctor running late and Dr Iddon most kind to my husband".

"Staff very understanding and considerate when dealing with my father who has dementia".

"polite friendly service".

"Excellent first class super service".

"I found Dr Mbah to be very kind and supportive".

"Only been with this surgery a few months and fabulous care - 100% excellent".

"I am 75 years old and find the care and attention I receive to be very reassuring".

