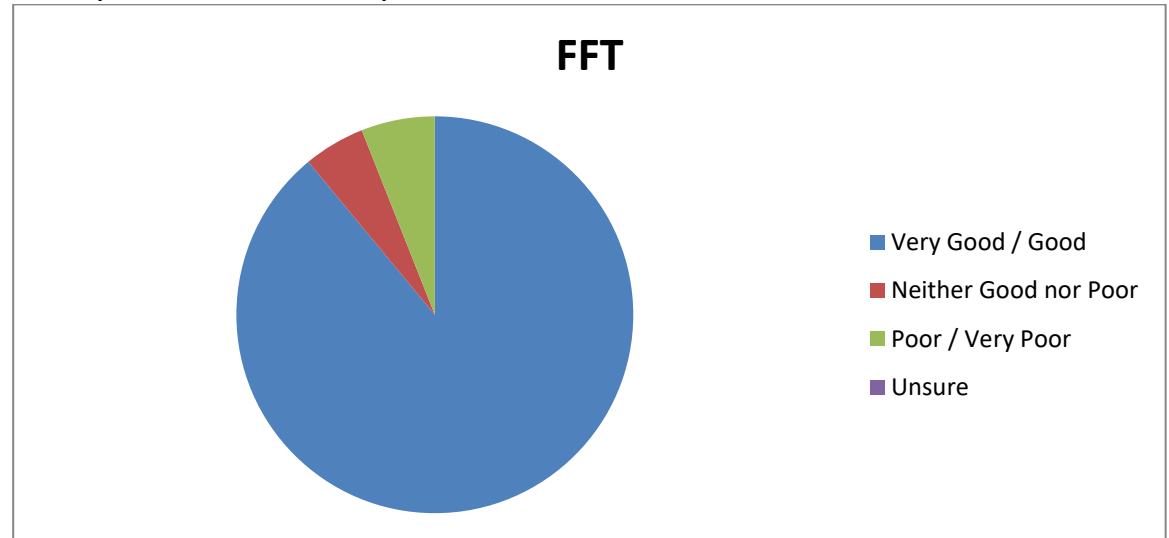


# Friends & Family Test – April 2022

How likely are you to recommend our practice to family and friends if they needed similar care or treatment?

1	Very Good / Good	89%
2	Neither Good nor Poor	5%
3	Poor / Very Poor	6%
4	Unsure	0%



## What did we do well?

Good appointment availability – able to ask questions – felt listened to – compassionate – polite – helpful – informative – kind staff – caring – thorough – attentive – empathic – friendly – prompt – professional – competent – understanding – non-judgemental – calming – efficient – punctual – respectful – supported – knowledgeable – personable – go the extra mile – a brilliant surgery.

## What did we not do as well?

Felt rushed – too long to answer the telephone – dismissive of concerns – not listened to – prescription delay – poor communication – no longer excellent – poor appointment availability – gone downhill