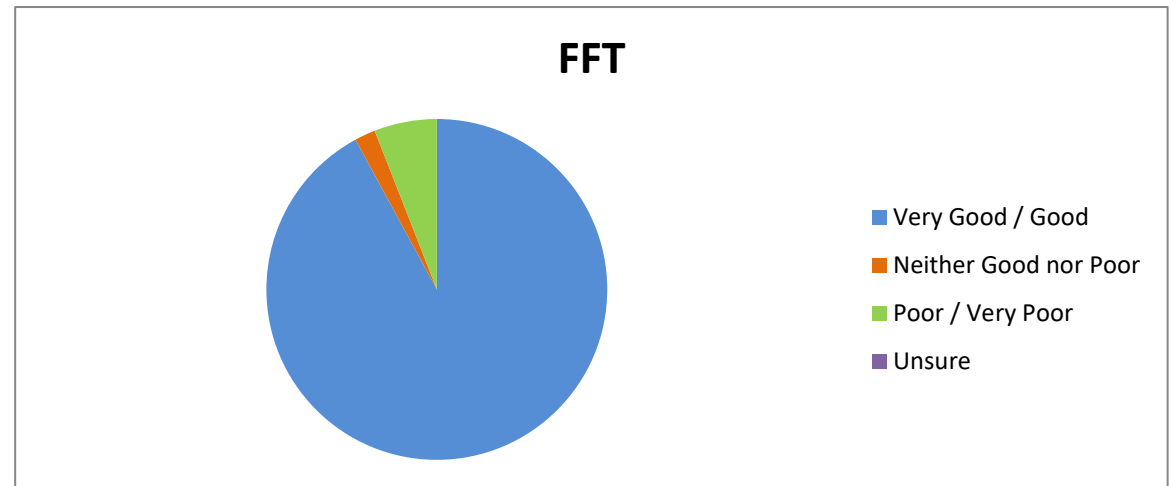


Friends & Family Test – December 2022

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

1	Very Good / Good	92%
2	Neither Good nor Poor	2%
3	Poor / Very Poor	6%
4	Unsure	0%



What did we do well? Polite – efficient – helpful – felt listened to – understanding – very thorough – professional – explained things simply and clearly – friendly – welcoming – kind – empathetic – excellent – not rushed – punctual – reassuring – competent – genuine – informative – approachable – attentive – prompt – outstanding – supportive – understanding – compassionate – good communication – pleasant

What did we not do as well? My problem was dealt with, although I would have preferred a face to face consultation – wanted to see a GP, booked an appointment with a Paramedic – Pharmacy could not issue medication, had to wait for an alternative to be issued – feels like we are intentionally and proactively discouraged to contact medical services – the adaptability of staff is very limited – rude – can never speak to a GP