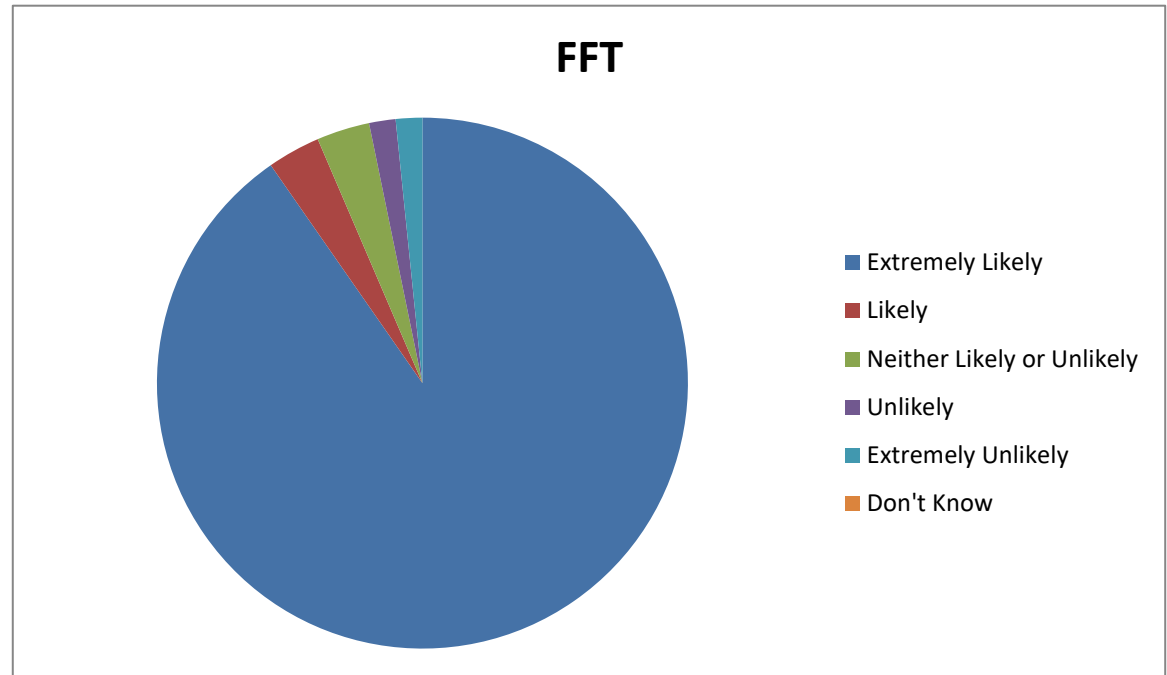


Friends & Family Test – January 2020

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

1	Extremely Likely	90%
2	Likely	3%
3	Neither Likely / Unlikely	3%
4	Unlikely	2%
5	Extremely Unlikely	2%
6	Don't Know	0



What did we do well? Patient care is very good – wonderful, still the best in Northampton – Dr Loe is a fantastic doctor, she really listens to you and is very caring and I would recommend her to anyone – everything first class – communication, customer service, willingness to help and advise – Lorraine was great, quick and easy blood test.

What can we improve upon? Getting an emergency appointment process could be improved.