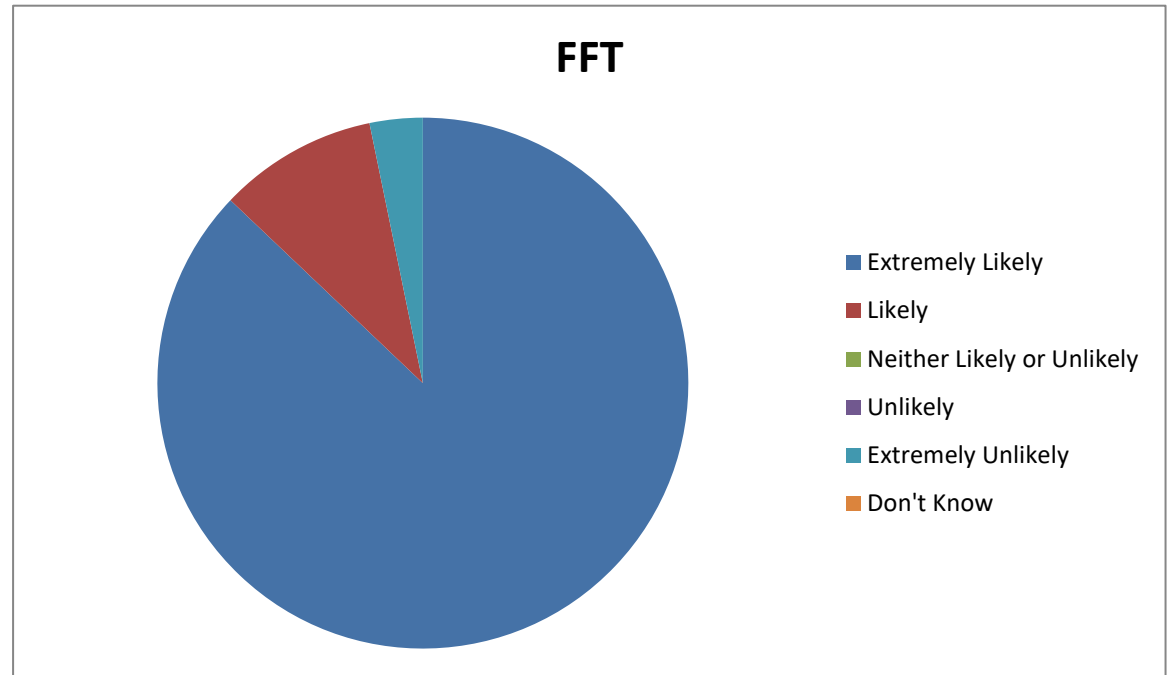


Friends & Family Test – September 2019

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

1	Extremely Likely	54
2	Likely	6
3	Neither Likely / Unlikely	0
4	Unlikely	0
5	Extremely Unlikely	2
6	Don't Know	0



Comments:

What did we do well?

- Very helpful – SystemOnline is a game changer

- Staff are wonderful
- Prompt, fully explained what was going to happen
- Excellent care as usual
- Doctor listened to my problem and discomfort and arranged for tests to be done immediately which was very reassuring
- Excellent Doctors – look at all possibilities and slotted in with Nurses for bloods
- Clear, efficient, well explained
- All was good, very thorough
- Excellent service, kind and very helpful and caring
- It's a great practice, appointments readily available
- Dr H Penfold very approachable
- I am always happy with the care I receive from this surgery, with the Doctors, Nurses and Reception – thank you all.
- Keep going as you are.

What can we do better?

- 40 minutes late for an appointment, not really acceptable on any level for me
- Use text to advise patients if you are running late on the basis most probably live locally and can get to the surgery quickly