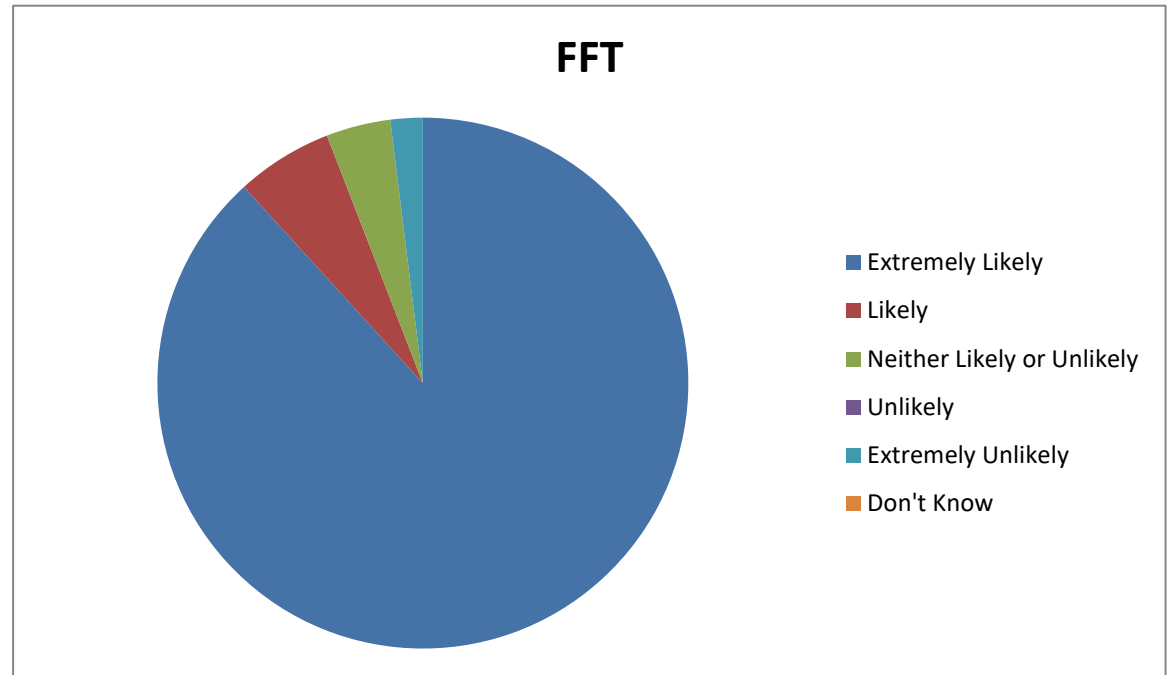


# Friends & Family Test – August 2019

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

1	Extremely Likely	45
2	Likely	3
3	Neither Likely / Unlikely	2
4	Unlikely	0
5	Extremely Unlikely	1
6	Don't Know	0



## Comments:

### What did we do well?

- Appointment the same day, which is brilliant

- Doctors and Nurses listen – all Doctors able to work efficiently
- Appointment s not too difficult to get
- Been with the surgery for years and trust you, have always received good advice
- Everything – staff always go above and beyond
- Dr Chris Moore is wonderful as always
- The practice is excellent
- Just keep doing what you are doing

### **What can we do better?**

- Dr Penfold is brash and bold and conveys a business-like approach with little sight of care or compassion
- Wait time on self-registration is set to our appointment time for waiting, not the real waiting time, we are not complaining, the doctors need more time with some patients
- I think it is absolutely wrong that Reception staff have to ask what doctor's appointment is for
- Lengthy telephone system is disgraceful and totally inconsiderate of sick patients and indeed the elderly, feel more like an inconvenience and burden by those who are there to serve the community compliments of taxpayer
- I wish we could leave messages or email – sometimes do not need to disturb staff. On the rare occasions I book the first appointment, if I cannot make it I cannot tell you