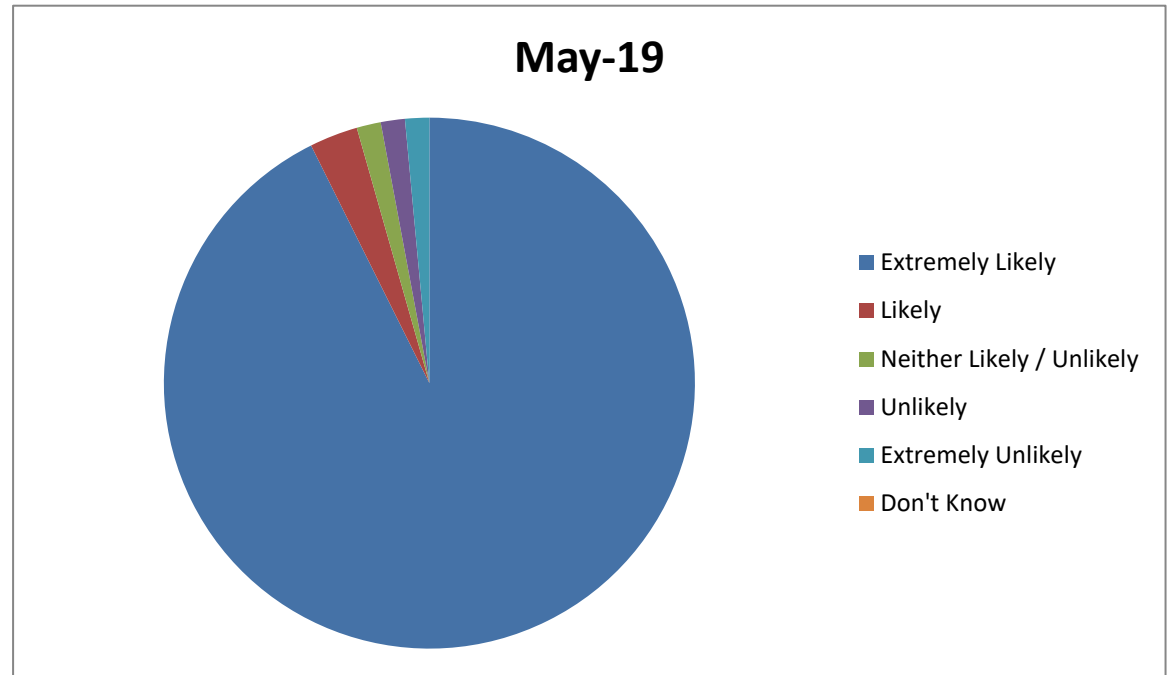


# Friends & Family Test – May 2019

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

1	Extremely Likely	63
2	Likely	2
3	Neither Likely / Unlikely	1
4	Unlikely	1
5	Extremely Unlikely	1
6	Don't Know	0



## Comments:

### What did we do well?

- As usual, Dr C Moore listened well

- Regularly able to get an appointment promptly
- Lots of good information for travel
- Always able to get an appointment when required
- Doctors are very good at listening and questioning
- Dr S Moore was fantastic with my son, the way she interacted with him and the solutions she provided was fantastic
- Listened – explained – solution
- Very prompt service
- Looked after me for over 20 years
- All is good, no improvements needed
- Extremely informative and caring
- Very efficient and courteous
- Prompt and efficient
- Friendly and kind

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

- Nothing – brilliant service
- Carry on as you are
- Do not change
- You are great
- Perfectly happy
- Nothing
- No improvements needed
- Not a lot as you are already 'gold star'
- You should put up a bulletin board in the waiting area to explain things like Friends & Family, for jobs etc. – the electronic board is inadequate