

## Friend and Family Test January 2019

How would you recommend our GP practice to your Friends and Family?

Extremely Likely	3
Likely	9
Neither likely or unlikely	
Unlikely	1
Extremely Unlikely	
Don't Know	

### **General Comments**

"I made an appointment yesterday for 3 o'clock. Then I got a call from my doctor, who asked me if I was coming in for my appointment. Now this is a doctor whom I get to see 1 out of 5 times I go to the doctors. Anyhow he had a meeting of sorts & wanted me to explain my symptoms illness to him over the phone. How the hell can you examine someone over the phone. In the end I just told him to do what he wanted to do as I won't be attending the surgery that doesn't care about their patients..."

"The allied professionals are caring and understand primary healthcare"

"Good services very happy"

"Friendly and effective. Very pleased"

"Happy with service received"

"Very pleased with service"

"More than happy"

"Very pleased with service from all encountered"

"Very pleased with service from all staff"

"Always gets an appointment when I need it"

"Friendly staff who listen to people. always a good feeling upon entering the surgery. Professional and sensitive to the public an all matters."

Comments:

I have just been on hold for 10 minutes abd havena\*\*t moved in the queue- I was fourth when I started and fourth when I hung up. I am trying to make an appointment with the nurse. Is no one answering the phone?