

Friends and Family Test

Statistics for February 2018

Online responses

Total Count	2
Extremely Likely	1
Likely	0
Neither Likely nor Unlikely	0
Unlikely	0
Extremely Unlikely	1
Don't Know	0

Handwritten Responses

Extremely likely 16

Likely 11

Extremely unlikely 1

Comments: inefficient, too many patients-our hands are tied we have to register patients who move into the area, doctors unable to communicate. Computer arrival system is a health hazard no Sanex available-there is hand sanitiser on the reception desk for patients use and the screen is wiped twice a day at least with antiseptic wipes.-I would be grateful if this patient could contact me to discuss his issues further.

Difficult to see the same doctor-unfortunately not all our doctors work full time and have other commitments outside the practice, this can be difficult for some of our patients.

Extremely helpful if you can through on the phone, friendly, good service although it may be better to do urgent appointments rather than triage as you may be on the phone for some time-we have done this previously and a lot of the requests can be

dealt with in a different manner as not all patients will need to be seen by a GP. Good location, always helpful, good service, well looked after, efficient, professional, knowledgeable, the pressure they work under is extraordinary, the process to make appointments is clear and easy to understand, 5*, been a patient here for many years and has excellent service, appointment system is good, if you need an urgent appointment you can call on the day and be seen, non urgents are easily booked online, staff are friendly and helpful, really helpful and understanding,