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**Friends and Family Test - Responses January 2017**

We received a total of 72 responses

Question asked was – How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

**Responses:**

Extremely Likely 50

Likely 17

Neither likely or unlikely 3

Unlikely 0

Extremely unlikely 2

Below are some of the comments out of these 72 forms

**Positive**

I had a very positive and caring experience, the only way to improve would be to expand the surgery, staffed with equally fabulous people

It’s excellent, happy with current service

Always a good service

**Negative (or could be improved)**

Wax removal service, as when referred it takes 6-8 weeks

Sometimes long waits at reception

Waiting time on phone to make appointments

Everyone could say their names on answering the telephone

Appointments for shift workers