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

We received a total of 106 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 64

Likely 16

Neither likely or unlikely 14

Unlikely 6

Extremely unlikely 6

Below are some of the comments out of these 72 forms

**Positive**

Always recommend to all my friends

As a new patient the service is excellent

Everything is wonderful here

How does one improve excellence

Nurse very professional and reassuring

Best Doctors Surgery been to.

Staff very friendly

Everyone is 1st class, I feel very well looked after

Appointment system brilliant

Staff & Doctor efficient, pleasant and caring

**Negative (or could be improved)**

More appointments

That friends and family tune

Not enough time with GP, 10 minutes is not enough

Had to wait over an hour for emergency appointment

Time keeping

More reception staff on front desk

Blood tests taken on site

Do not ask patients what is wrong with them