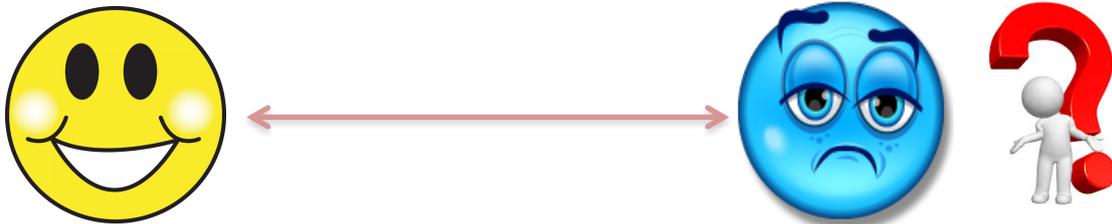


## NHS FRIENDS & FAMILY TEST

**"HOW LIKELY ARE YOU TO RECOMMEND OUR SERVICE TO FRIENDS AND FAMILY IF THEY NEEDED SIMILAR CARE OR TREATMENT?"**

### March 2024 RESULTS



Very Good	Good	Neither Good/ nor Poor	Poor	Very Poor	Don't Know
42	8	0	0	4	0

#### Comments Received from Patients included:

- 'Short waiting time, got appointment on day I needed, doctor very helpful'
- 'Quick and professional'
- 'Able to get an appointment straight away, with the clinician request. Seen on time and doctor was very understanding and clear'
- 'Was great to actually get an appointment booking system is 100% more efficient'
- 'Nurses very good, receptionists very helpful, good all-round service'
- 'Quick response of my doctor regarding my symptoms'
- 'Very helpful and most professional. Couldn't have wished for better solutions to my worries'
- 'Very informative, very relaxed'
- 'Received immediate help and understanding concerning my present discomfort'
- 'Receptionist very polite and doctors' appointment on time and dealt with considerably. Thank you'
- 'Very attentive, understood my problem'
- 'Understanding & sympathetic'
- 'Treated with care and respect'
- 'Very caring and professional'
- 'Thank you for the courtesy shown to me'
- 'Girls on reception always polite and respectful'
- 'Excellent receptionist. Excellent doctor. Efficient service'

**HAVE YOUR SAY TODAY...  
COMPLETE A FRIENDS & FAMILY  
QUESTIONNAIRE**