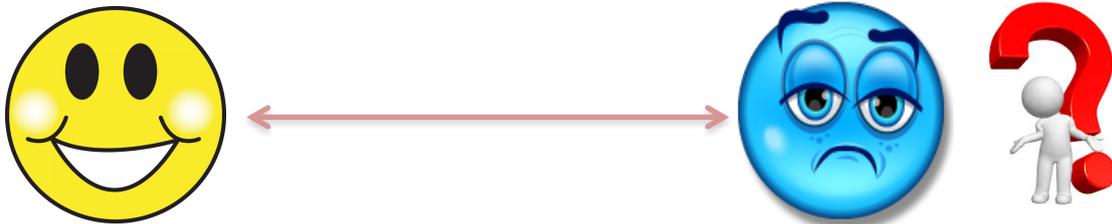


## NHS FRIENDS & FAMILY TEST

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

### May 2024 RESULTS



Very Good	Good	Neither Good/ nor Poor	Poor	Very Poor	Don't Know
<b>60</b>	<b>13</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0</b>

#### Comments Received from Patients included:

- 'On time call, very efficient & dealt with my enquiry'
- 'My concerns were listened to and dealt with in a professional way'
- 'Receptionist was very pleasant and I got a phone call of the Doctor within 2 hours'
- 'Responded to my concerns quickly and I felt listened to. Happy with outcome of appointment and feel well cared for'
- 'Quick, friendly and received the correct treatment straightaway'
- 'A patient consultation in a friendly and pleasant atmosphere'
- 'Very productive'
- 'Delivering compassionate care for my daughters'
- 'Ver polite and pleasant and answered all my questions'
- 'Reception staff and nurse were all very helpful, friendly and informative'
- 'Always a fantastic service, credit to all staff involved'
- 'Everyone is always very helpful'
- 'I always feel valued as a patient and listened to with my health being top priority for my GP'
- 'Prompt service'
- 'Cheerful greeting from receptionist and good friendly conversation from the nurse'
- 'Listen to me and help me a lot'

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