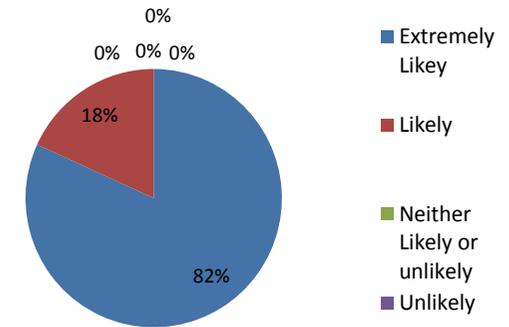


Period: January 2020  
 No. of Surveys: 22

## Friends & Family Survey RESULTS & ACTION

	Extremely Likey	Likely	Neither Likely or unlikely	Unlikely	Extremely unlikely	Don't Know	Total
<b>Total</b>	18	4	0	0	0	0	22
<b>Extremely Likey</b>	18	4	0	0	0	0	
<b>Likely</b>	0	0	0	0	0	0	
<b>Neither Likely or unlikely</b>	0	0	0	0	0	0	
<b>Unlikely</b>	0	0	0	0	0	0	
<b>Extremely unlikely</b>	0	0	0	0	0	0	
<b>Don't Know</b>	0	0	0	0	0	0	



### Comments, Feedback & Actions:

\*\* Good receptionists and always give appointments. Happy here.\*\*Nice place and get to see the doctor of my choice.\*\* Very happy with doctors, nurse and staff. Friendly and helpful.\*\*Very helpful doctors and reception staff. They have always dealt with my queries and problems efficiently.\*\*\*Because service is very good. All staff and doctors are very good.\*\* Staff is really nice always help and doctors are good.\*\* Been here with Dr Kulshrestha since I was small, I wouldn't change the doctor because Dr is brilliant doctor and receptionists are really good always give appointment, answer the phone and treat us with respect.\*\*Amazing doctors amazing Service. Keep it up.\*\*Shown real support and understand my needs.\*\* Very happy here\*\* I have no words how much I am happy here. Doctors, Practice Manager, Nurse and reception staff are really good. Very clean surgery.\*\*Really happy with the service and doctors are amazing.\*\*Dr is amazing and all the staff is very good. Always get an appointment and always get to see on time.\*\*Because we are very happy, been here for a long time, staff members are very good. They talk very sweet, Doctors, manager and nurse everyone are excellent. I always tell others about my surgery how good is this surgery\*\* Very pleasant staff and the doctors are very professionals.\*\* Always on the end of the phone. Always there when I need them. They listen and judge.\*\*Because Dr is a Brilliant and reception staff is very helpful and patience.\*\* Very very professional and great surgery. I never had no complaint. Easy to get an appointment and very helpful reception staff.\*\*The doctors are very good and helpful and very friendly. I would recommend my family and friends to come to this GP Practice.\*\* I have never had any delay in accessing an appointment for care> Doctors very solicitous and prompt to refer on if it is required. I have been looked after so well for the 30 years I have been a patient\*\* For helping us and treating us.\*\*My surgery is the Best. Give very good and friendlyService. Staff is excellent. Doctors are very professionals. Never rush always willing to listen. Very happy here.\*\* For helping us and treating us.\*\*

Actions: Everyone worked very hard to deliver the high quality, Safe Care to satisfy patients. Keep it up and try your best to keep on doing things much better every day to keep patients satisfied.