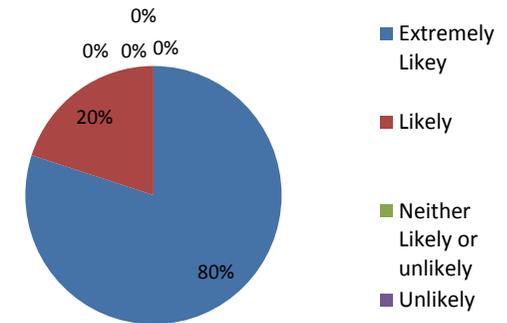


Period: May 2019
No. of Surveys: 19

Friends & Family Survey RESULTS & ACTION

	Extremely Likey	Likely	Neither Likely or unlikely	Unlikely	Extremely unlikely	Don't Know	Total
Total	20	5	0	0	0	0	25
Extremely Likey	20	0	0	0	0	0	
Likely		5	0	0	0	0	
Neither Likely or unlikely	0	0	0	0	0	0	
Unlikely	0	0	0	0	0	0	
Extremely unlikely	0	0	0	0	0	0	
Don't Know	0	0	0	0	0	0	



Comments, Feedback & Actions:

* Very good service* The whole team from the reception to the surgery are very accessible and friendly. I am really pleased with the service.* Drs Very good* You can get same day appointment and the team is very helpful**Been here for years and the doctors and reception staff are helpful. Especially the lady doctor** My children always get an appointment when they need. I am very happy with doctors and staff* I like doctors they are very good, girls at the reception very helpful and always smiling.*Because the surgery is excellent. Doctors and staff is very good helpful.*Because we always get an appointment and doctors are amazing and staff very helpful.*I feel very safe and staff is very professional. Excellent Surgery.*Thank you for excellent service we get here and my family.*Got no words to say how good this surgery is get appointment and staff, Nurse and Dictors are very good.*Very happy with the service. Excellent doctors and staff.* Always get an appointment, doctors take their time for consultation and they never rush, very good and helpful staff.* The surgery is excellent. Doctors are great and they look after us very well, very happy, The girls receptionists are very amazing and helpful. Very professional staff.* Very happy with the surgery.* Best doctors and best reception always find room to fit in to see the doctor.*Very very happy with the surgery. Dr S is excellent doctor. Receptionists girls are very helpful and very good.* They are extremely helpful. always listen to you . Easy to get appointment. Very helpful receptionists always smiling and willing to help you.*Being a patient for many years and I am very happy with the surgery.*Appointment and consultation available when required.* I travel from far because this surgery is the best. Dr S is a very good doctor. I am very happy here.* Doctors are good. I don't speak good english but doctors and staff always understood me. I get emergency appointment when I need. Very happy.* Because I am coming here for past 20 years. Service is very goos.*Because staff and doctors are very good and always get an appointment. I travel from far just because this surgery is really really good.**

Action: Patients are all happy and satisfied with the care and service provided. We have to keep on doing much better every day to deliver the Quality of care.