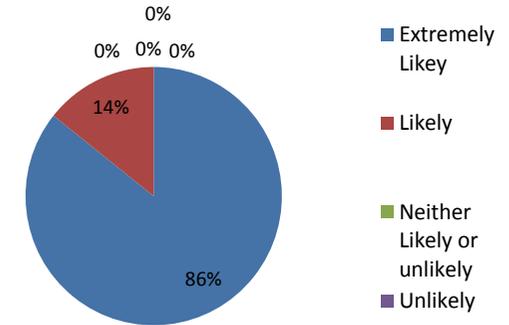


**Period: August 2019**  
**No. of Surveys: 28**

**Friends & Family Survey RESULTS & ACTION**

	Extremely Likey	Likely	Neither Likely or unlikely	Unlikely	Extremely unlikely	Don't Know	Total
<b>Total</b>	24	4	0	0	0	0	28
<b>Extremely Likey</b>	24	0	0	0	0	0	
<b>Likely</b>	0	4	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:**

*\* Happy here Doctors are good\*Getting appointment when I need\*\* Good Staff good doctor and great Service\*\*Great service. Available appointments when required, able to give next available when there is not any within first 24 hours.\* \*Because DRs always listen to us. All doctors are excellent. Receptionist girls are really good they always help and very friendly. We always get good care and good service.\*\*Very good service, Doctors are very good they always give time and care for us.\* \* Excellent service from reception to doctors treatments. Would highly reecomend this practice.\*\*Excellent Service, On Time, and the New Blood test inhouse is convenient.\*\*It is good service.\*\*Because Drs very helpful and understanding.\*\*Always helpful to me and my children will to fit in appointment when we need to be seen.\*\*I find that everybody here very kind and very polite.\*\*Doctors are very good, they always listen and I feel very satisfied. Reception girlsl are very good thy always help and very friendly. i AM VERY HAPPY HERE.\*\*BECAUSE i HAVE BEEN WITH dr 18 YEARS AND i NEVER HAVE ANY PROBLEM. i AM VERY HAPPY HERE.\*\*EASY TO SEE GO.\*\* Feel good to see GP. GP is nice. Listen, treat and give medicine.\*\*The doctors give good treatment and receptionists translate letters for me which I have received and makes my hospital appointment as well.\*\*Service is very good and Doctors and staff are very nice.\*\*Always available for appointments, often sent for blood, X-rays etc., correct diagnosis and treatment.\*\*Very friendly always get appointments on time.\*\*I now live in wo home but I would never change as you are so amazing! reception, nurse, Doctors amazing!\*\*Get to see doctor quickly. No wait. Service is good.\*\* Great Service. Well looked after. Appointments no problem.\*\*Girls always help at the reception because of my language problem. They always help. Dr is very good and looks after patients and take time. Everyone good in my surgery.\*\*Everyone is very helpful and doctor is excellent GP.always makes sure we are satisfied with the care we get. Never had any problem. Very happy with the service.\*\*The Drs are very supportive they show a lot of compsn and concern about theit pts. I am very happy I haven't got the words to tell how appreciated I am I always get appointment. Staff, Manager and doctors are very good.\*\*I have been registered here since 2001 and never had problem since. Service is always Excellent. Doctors are amazing never rush with consultation and always treat with respect. Very happy here.\*\**

Actions to receptionists, Practice Manager, Nurse and GPs: Please keep it up. Treat patients with High Quality of Care to satisfy them.