

Family and Friends Feedback

July 19

| Patient Answer | Patient Comment | Practice Comment |
|-----------------------|---|--|
| Extremely Likely | Debbie is absolutely amazing. Caring, compassionate and extremely knowledgeable. | Thank you for your kind words, we are glad your encounter with Debbie exceeded your expectations and will be sure to pass this message on to her. |
| Extremely Likely | I always get good healthcare, today I saw Dr Barnes who was delightful and very professional. | Thank you for your lovely feedback. Sadly Dr Barnes has now finished her placement with us at the practice, but we are delighted to hear she was able to help you with your problem. |
| Extremely Likely | Excellent service - Seen on the day. | Thank you for your positive feedback, we pride ourselves on how accessible our priority clinic is, and always make sure those who need to be seen urgently can be. |
| Extremely Likely | Very helpful - Especially Jill on reception. | Thank you for your positive feedback, we will pass your message on to Jill. |
| Extremely Likely | Last minute appointment - very pleased with Dr Umer. | Thank you for your positive feedback, we are glad to hear Dr Umer met your expectations and will pass this on to him. |
| Extremely Likely | Saw practice nurse Sarah Yates, lovely lady and caring - brilliant attitude. | Thank you for your lovely feedback, we are sure Sarah will be happy to hear this. |
| Extremely Likely | All the staff are so helpful and I always receive empathy for my situation. | Thank you for your positive feedback, it is important to us that you feel listened to and that your problem is fully understood. |
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| Extremely Likely | I never have any problems getting an appointment. The staff are very friendly and helpful. | Thank you for your positive feedback, we always try to provide appointments for those who need them, and aim to be as friendly as possible. |
| Extremely Likely | Debbie Yates - Very good, made me feel very comfortable and sorted me out brilliantly. | Thank you for your kind words, we are glad your encounter with Debbie exceeded your expectations and will be sure to pass this message on to her. |
| Extremely Likely | | |

Extremely Likely 10 / Likely 0 / Neither Unlikely Nor Likely 0 / Unlikely 0 / Very Unlikely 0