

Family and Friends Feedback
September 19

Patient Answer	Patient Comment	Practice Comment
Extremely Likely	Just wanted to say thanks to Julia and how appreciative I am of your visit today - felt she was truly listened to and wanted to make sure you know this.	Thank you for your lovely feedback, we are sure Julia will be delighted to hear this.
Extremely Likely	Debbie Yates has been an incredible help with my asthma. She has created a treatment plan here and at the hospital. I would be extremely poorly without her. Thank you very much!	Thank you for your great feedback, we are sure Debbie will be happy to hear this.
Extremely Likely	Excellent service.	Thank you for your kind feedback.
Extremely Likely	Because they look after you.	Thank you for your kind feedback, we try our hardest to provide the best standard of care possible.
Extremely Likely	Two lovely young men on reception this morning, a credit to the practice, then I saw Dr Hafez who was also lovely! Great Doctor's Practice!	Thank you for your lovely feedback, this was likely Eliot & Lewis - We will pass this on to them! We are sure Dr Hafez will be happy to hear this.
Extremely Likely	Staff lovely, nothing too much trouble. Seen Debbie Yates ANP who was very helpful and thorough.	Thank you for your great feedback, we are sure Debbie will be happy to hear this.

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Extremely Likely	The doctors and staff are very helpful.	Thank you for your kind feedback, we aim to be as helpful as possible.
Extremely Likely	Absolutely excellent seen Julia very caring especially with female problems - Can't recommend enough.	Thank you for your lovely feedback, we are sure Julia will be delighted to hear this.
Unlikely	Both myself and my daughter ordered prescriptions over the phone (separately). Then when we came to collect they hadn't been processed. 3 wasted visits!	We are sorry to hear about your experience with your prescriptions, please contact us if you wish for us to look into it further.

Extremely Likely 8 / Likely 0 / Neither Likely Nor Unlikely 0 / Unlikely 1 / Very Unlikely 0