**Friends and Family Test -**

***Patients’ feedback and comments***

*Please see below to see some comments left by our patients when they completed the Friends and Family test:*

* *“I have recommended family, who have registered”*
* *“Very, very good service”*
* *“This surgery has been really supportive of my family”*
* *“Always fitted me in if I needed it”*
* *“Totally recommended!”*
* *“Friendly, professional and knowledgeable”*
* *“I moved to this practice because I was unhappy with the service (of previous GP) – after 2 visits here, I can’t speak highly enough of the service”*
* *“The staff are friendly and the Doctors brilliant!”*
* *“Very friendly practice and very helpful”*
* *“Never had cause to complain over the years, which isn’t all that bad”*
* *“Excellent customer service”*
* *“Staff are helpful and polite, also very empathetic and understanding”*
* *“I always feel I can tell them anything and they help with anything”*
* *“Very helpful and caring!”*
* *“Listened to all I had to say”*
* *“Everybody is very helpful”*
* *“Always found that they treat you like people with a friendly and good service”*
* *“Doctors always have time to explain and ask questions”*
* *“Reception staff always polite, courteous and helpful”*
* *“Good appointment system”*

***Thank you to everyone that has taken the time to complete our surveys,***

***and for the positive comments you have left us.***