

## Friends & Family Test Data February 2019 To June 2019 (5 months)

1. Extremely likely

24

2. Likely

5

3. Neither likely or unlikely

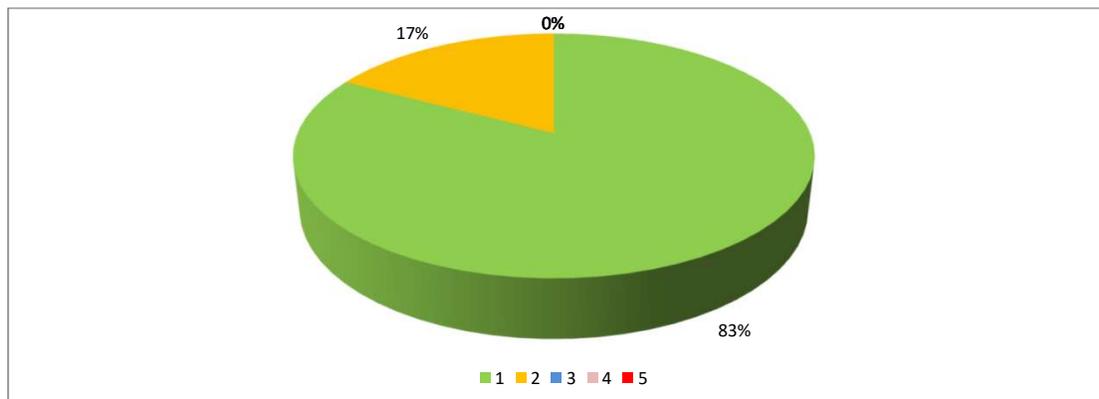
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4. Unlikely

0

5. Extremely unlikely

0



The NHS Friends and Family test is a way of gathering patient feedback, so that the practice can continually review our services. During the period February 2019 to June 2019 a total of 28 paper surveys were returned from our patients and on the whole we are very happy with the results. 100% of patients surveyed said that would be likely or extremely likely to recommend us to their friends and family.

Feel comfortable expressing my symptoms and understood. Never made to feel I am wasting the GPs' time

I've had really considerate and specific care over a year of poor health. My only criticism is how long it takes to wait for a pre-booked appointment

Never had any issues

I have been at this practice for about 3 months. I have receptionist and doctors very kind & sympathetic. I feel I am allowed time to talk

Friendly "old school" in the best way (supporting, personable, efficient). You can always get an appointment and this is the best doctors I've ever been with

Excellent very helpful receptionists, acted on my comments and booked me in for a blood pressure check & ECG

Very efficient

Appointments are always on time. Doctors and nurses are always very helpful & friendly. Better experience than any other surgery I've been at

Always treated with consideration and politeness

Really happy with reception staff, always helpful. Is the best GP surgery ever been with. Quick response to prescriptions. Good to be called for flu vacs

Dr Devagiri has an exceptionally caring heart. He goes an extra mile

Dr has been very understanding of my current difficulties and has done their level best to help. Consistent level of care. Friendly, helpful approachable staff

Daughter has been ill on 2 occasions. I have been able to book an appointment on the day. Friendly, professional reception & medical staff

The practice take extra care of my wife and myself

Both nurses and doctors have acted professionally & with consideration for my needs

Dr Devagiri is wonderful! So supportive!

Excellent care and customer support- Lovely staff. Very approachable

From my call to the ladies on reception, they had a lot of time to listen to me and helped me. They are approachable and make you feel at ease. It's easy to get through, even on Monday at 8.00. My call was answered in minutes. The doctors are amazing too and have time for me. Best surgery ever! Thank you everyone

Dr Devagiri & reception staff, very helpful, friendly. Very knowledgeable doctor who gives you time

Very approachable & helpful advice - both doctors and midwives

Great service, brilliant doctors, nurses & receptionists

Dr Kay - What a lovely man

Fantastic. Very polite & professional

Excellent. Very helpful. Thanks

Dr Gembali very helpful today. Really like Dr Devagiri as well

Dr was fantastic. Vey clear, patient & supportive

Brilliant, friendly staff dealt with my issues immediately

Very helpful, friendly and understanding