

## Friends & Family Test Data August 2017 To January 2018 (6 months)

1. Extremely likely

26

2. Likely

2

3. Neither likely or unlikely

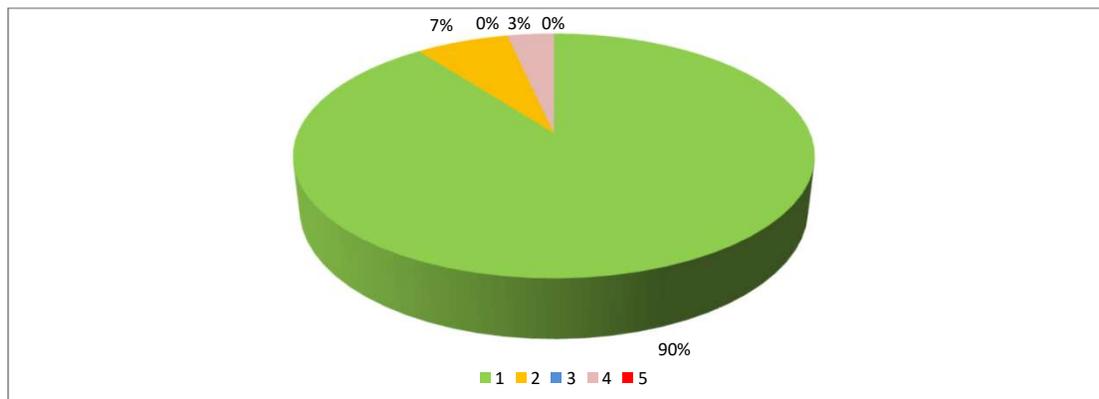
0

4. Unlikely

1

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 August 2017 to January 2018, a total of 29 paper surveys were returned from our patients and on the whole we are very happy with the results. 97% of patients surveyed said that would be likely or extremely likely to recommend us to their friends and family. 0% said that they were neither likely or unlikely or didn't know. Only 3% (1 patient) were unlikely and 0% extremely unlikely to recommend us. The patient unlikely to recommend us complained about the phlebotomist not employed by the practice. See highlighted comment below.

### Patient Comments

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

I have always been made to feel welcome & that my problems are important

The nurses are fabulous!!! (Everyone's Fabulous at this surgery)

Superb help when needed, including by reception. Positive, understanding, helpful

Good doctors

Always have good service. Reception always friendly.

Have always received excellent treatment and service both from doctors & staff

Great Doctors & Service. Great Midwife. Usually able to get appointment on day

Very approachable & helpful advice- both doctors and midwives

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

Have always got an appointment when needed. Staff professional and always courteous

Very friendly helpful staff (all). Love my Drs and all in my practice

Helpful receptionists. Understanding & professional doctors

Good doctors

It is a small practice and small numbers of staff. All of whom are friendly & approachable

Polite, helpful, friendly

I believe this practice to be hard working staff, friendly, helpful with any problem. Caring. Very knowledgeable, professional. Nothing is too much trouble. Doctors do everything in their power to diagnose & treat medically any illness I have have. I have every confidence in their knowledge & faith they will treat fair & you frequently for further treatment if needed. Easy to talk to taking time to explain anything I did not understand. Cannot fault the service produced by this practice. Receptionists give 100%. Lovely ladies

The only drawback to the surgery is getting an appointment ringing at 8am etc. to get an appointment is difficult and scarce to get

Longish (but not excessive) waiting

Not being able to see the same doctor each time and length of time it takes to see your doctor for non urgent appointments

I came here for a blood test. I found the nurse not particularly friendly, approaching hostility, unresponsive to what I said.

Her "bedside" manner leaves much to be desired