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**Friends and Family Test - Responses October 2015**

We received a total of 46 responses

Question asked was – How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

**Responses:**

Extremely Likely 29

Likely 14

Neither likely or unlikely 2

Unlikely 0

Extremely unlikely 1

Below are some of the comments out of these 46 forms

**Positive**

It’s a Great Practice

I love this practice, all the staff have always been friendly and helpful, especially Dr Gallagher who listens to me and puts my care first

Quality Service when I Visit

I had a good consultation today the Dr was very helpful at listening about my concerns, he relieved my worries

Everyone is Pleasant and Friendly

Always well looked after

**Negative**

Waiting Times

Due to working out of town, it is very difficult to book an appointment after 5.30pm both online and by telephone

Timekeeping for appointments

No Continuity of care

All responses are available upon request.