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**Friends and Family Test - Responses August 2016**

We received a total of 29 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 20

Likely 8

Neither likely or unlikely 0

Unlikely 0

Extremely unlikely 1

Below are some of the comments out of these 29 forms

**Positive**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Appointment times could improve, otherwise excellent | | | | |  |  |  |
| This surgery is everything a patient wants | | | |  |  |  |  |
| GP Practice is really good and very friendly staff | | | |  |  |  |  |
| The service and care I've received has been excellent | | | | |  |  |  |
| I love using the online system, better than being held in a queue on the phone 10/10 | | | | | | | |
| More staff on front desk at busy times, otherwise lovely and efficient | | | | | | |  |
| Lovely & Clean |  |  |  |  |  |  |  |

**Negative**

|  |  |  |
| --- | --- | --- |
| Answering the phone in 10 minutes |  |  |
| Waiting times could be better |  |  |
| Communication on when doctors are running late | | |