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

We received a total of 39 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 24

Likely 12

Neither likely or unlikely 1

Unlikely 0

Extremely unlikely 2

Below are some of the comments out of these 39 forms

**Positive**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| I've been impressed with the surgery when I've been in. Not been here much so don't have any recommendations | | | | | | | | | | |
| Prompt and caring |  |  |  |  |  |  |  |  |  |  |
| Never had any problems with Central Surgery in 30 years | | | | |  |  |  |  |  |  |
| Everything is fine |  |  |  |  |  |  |  |  |  |  |
| Pretty good as it is |  |  |  |  |  |  |  |  |  |  |

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| --- | --- | --- |
|  |  |  |

**Negative**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 24hrs access as I work |  |  |  |  |  |  |  |  |  |  |  |
| Waiting times for appointments | |  |  |  |  |  |  |  |  |  |  |
| Quicker service to get through on phone | |  |  |  |  |  |  |  |  |  |  |
| Very difficult to make appointments after 5.30pm | | |  |  |  |  |  |  |  |  |  |
| To be able to have my blood test at my surgery | | |  |  |  |  |  |  |  |  |  |
| More receptionist on front counter | |  |  |  |  |  |  |  |  |  |  |
| Although you have a notice re : privacy room available if  required, it would be preferable if there was generally more privacy at reception | | | | | | | | | | | |