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

We received a total of 47 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 27

Likely 17

Neither likely or unlikely 3

Unlikely 0

Extremely unlikely 0

Below are some of the comments out of these 29 forms

**Positive**

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| I think this is the best practice in South Shields, perhaps the phone access could be improved.  I am very impressed at how easy it is to make an appt with a gp online, however continuity is difficult due to gps working part time, all the staff are very dedicated.  Excellent, well ran surgery  not much we are very impressed with the practice as it is  **Negative**  Continued treatment with the same doctor  Doctors available on a weekend, saturdays. Blood test to be taken on a weekend, Saturdays  telephone answering is sometimes really lacking | |  |  |  |
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