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

We received a total of 76 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 55

Likely 16

Neither likely or unlikely 2

Unlikely 2

Extremely unlikely 1

Below are some of the comments out of these 76 forms

**Positive**

Great Service and when I need to see a GP, I don’t usually have to wait long and it’s a pleasure to see Dr Proctor

Always get non-urgent appt within a week & next day east to book online.

All my family registered here, very happy

Been with surgery all my life everyone very helpful and pleasant

Everyone lovely and always helpful

Very satisfied with treatment received from practice

**Negative (or could be improved)**

Blood tests taken in the practice

The Audio voice in waiting room should be louder for people with hearing problems

Receptionists can be very unhelpful at times and come across as not really caring, and sometimes even condescending, offering no alternatives.

Queuing at reception