

NHS FRIENDS & FAMILY TEST

“HOW LIKELY ARE YOU TO RECOMMEND OUR SERVICE TO FRIENDS AND FAMILY IF THEY NEEDED SIMILAR CARE OR TREATMENT?”

August 2024 RESULTS



Very Good	Good	Neither Good/ nor Poor	Poor	Very Poor	Don't Know
70	7	0	0	0	0

Comments Received from Patients included:

- ‘Very pleasant & professional’
- ‘Prompt service, appointment on time, explanation to the point, quick & efficient’
- ‘Very informative, reassuring & kind’
- ‘Every time I have an appointment the staff always go above and beyond. They’re amazing, always friendly’
- ‘Very professional and all questions were expertly answered’
- ‘My mind was put at rest’
- ‘The receptionist was very helpful and went above and beyond to help me which I found very satisfying with all the trouble we are experiencing with the NHS’
- ‘Friendly staff, very professional’
- ‘I was very happy with my appointment’
- ‘Listen to patient’s, very polite’
- ‘Prompt and efficient service’
- ‘Very helpful’
- ‘Nice people, good doctor, very understanding’
- ‘Always polite and go out their way to help’
- ‘Staff are friendly, professional & supportive’

**HAVE YOUR SAY TODAY...
 COMPLETE A FRIENDS & FAMILY
 QUESTIONNAIRE**