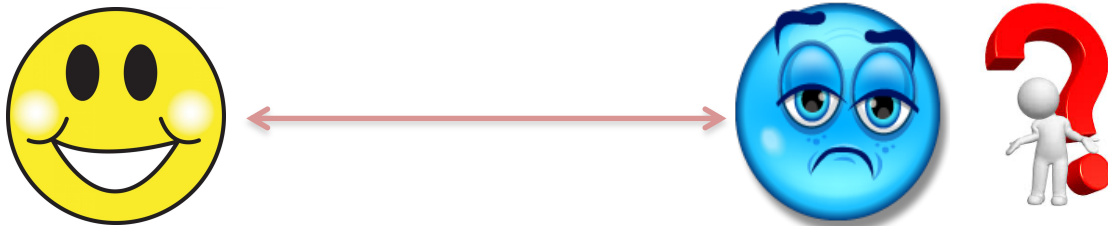


## NHS FRIENDS & FAMILY TEST

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

### June 2024 RESULTS



Very Good	Good	Neither Good/ nor Poor	Poor	Very Poor	Don't Know
<b>74</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### Comments Received from Patients included:

- 'Amazing service'
- 'All staff are professional & extremely caring'
- 'Efficiency at this practice can't be faulted'
- 'They always go above & beyond to help me with my queries'
- 'The staff always listen and actually care about you'
- 'Friendly staff & outstanding service'
- 'The doctor & his staff care and do all that they can to try and help'
- 'This surgery can't be faulted, especially at a time when you hear horror stories from friends & family registered elsewhere. Very lucky to be a patient here'
- 'Thank you to all for providing such a great service'
- 'I understand that phones get busy but that's because the reception staff actually help and take their time with each query you have, even if it's 5 each time like I do'
- 'My 7-year-old daughter always loves attending the surgery as she loves the smiling staff'
- 'Brilliant service each and every time'
- 'What I love about the staff us that they listen and try and do all that they can to help you'
- 'Efficient & extremely prompt service'
- 'Always manage to get an appointment on the day that I call'
- 'Can't fault all that the staff do at this surgery – not an easy job to do so thank you'

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