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NHS FRIENDS & FAMILY TEST

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

September 2024 RESULTS



Very Good	Good	Neither Good/ nor Poor	Poor	Very Poor	Don't Know
70	4	2	0	0	0

Comments Received from Patients included:

- 'Brilliant service'**
- 'Quick & efficient'**
- 'All staff are so kind'**
- 'Can't fault the service or the staff'**
- 'Very always professional & accommodating'**
- 'Thank you for your kindness'**
- 'Excellent service from answering the phone to getting an appointment booked'**
- 'I got an appointment on the day that I called, brilliant'**
- 'Prompt service and amazing staff'**
- 'Staff always greet you with a smile and nothing is too much for them'**
- 'I got an appointment on the day that I called, and my referral was sent on the same day'**
- 'Always extremely helpful'**
- 'All the staff are polite, and the service is extremely efficient'**
- 'Amazing service provided at the practice'**
- 'Professional & supportive, always do what they can to help'**

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