

# Friends & Family Feedback – April 2016

## Data

Feedback submitted by paper (forms) = 12

Feedback submitted electronically (via website or [iwantgreatcare.org](http://iwantgreatcare.org)) = 0

**12 patients said they would be “extremely likely” to recommend us**

**0 patients said they would be “likely” to recommend us**

**0 patients said they would be ‘neither likely or unlikely’ to recommend us**

## Comments

*Very appreciative of the support & treatment he is currently receiving during this difficult for him & his family. Everyone is lovely and helpful which makes things more bearable.*

*The whole service from reception to online services and doctors are excellent.*

*Everyone is helpful.*

*Appointments are always available!*

*I have no complaints, would recommend.*

*Excellent doctors.*

*Able to get appointments without a long wait.*

*Great to have practice nurses available.*

*The staff are excellent; always go beyond what is expected!*

*Great receptionists who never refuse an appointment.*

*Caring and conscientious doctors & nurses – just a great surgery.*

*Always able to get an appointment.*

*Excellent care given.*

*Excellent reception staff that have been extremely helpful.*

*What a brilliant experience on a Saturday morning and then again on Friday. Appointments bang on time.*

*Extremely efficient booking/appointment service, never big delays seeing a doctor.*

*Friendly staff.*

*I always seem to get an appointment very quickly.*

*Doctors are friendly and approachable.*

*Receptionists are helpful.*

*Great patient care, taking time to explain clearly, deliver a rapport, practical advice & friendly and helpful staff.*

*Excellent service for both myself and my family.*