

Friends & Family Feedback – September 2017

Data

Feedback submitted by paper (forms) = 7

Feedback submitted electronically (via website or iwantgreatcare.org) = 0

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

Comments

Good range of services available

Ease of arranging appointments

Comfortable rooms & seating

Good appointment system

GPs who listen to you

Friendly reception staff

Over the years this practice has consistently provided an outstanding service. New doctors have ascribed the ‘Special something’ which this practice has to offer and are maintaining it – I am so grateful

I have been with this surgery and its predecessor since 1990 and I am so grateful for everything you have done for me and my family. Thank you so much.

Over recent years you have looked after my late wife & myself with care, dedication, promptly & speedily

Promptly answering of phone calls

Little delay for appointments

Minimal wait to be seen

Good, attentive service from the doctors, nurses and reception staff