**ARDEN MEDICAL CENTRE**

**FEEDBACK**

We are very proud of our surgery and appreciate all the lovely feedback we receive from our patients.

Thank you all who have taken the time to complete our friends and family test.

We are delighted to report that from forms recently completed 92% of our patients would be extremely likely to recommend Arden to their friends and family; 7% would be likely; and 1% neither likely nor unlikely.

 Patients were very positive and complimentary toward our GPs and staff including the Lions who voluntarily help us with our Covid19 clinics.

 Comments that appeared a lot were words such as friendly, caring, efficient, helpful, kind, organised, sympathetic, supportive, prompt, excellent service.

There are unfortunately too many to publish, but the following are actual examples taken from the forms:

“Consistently the best doctors for miles around.” C.J

“They are always there for you … and that matters.” J.H

“Wonderful care, always look after me … “ Anon

“Many years a patient here and always had excellent treatment.” M.A

“Accommodating, friendly, sympathetic, caring. Just brilliant!” M.C

“All staff are welcoming and have a ‘can do’ attitude” D.P

“Arden always comes up trumps. I’m a fan!” A.R

“Excellent appointment system and very pleasant doctors & staff.” P.B

“This is the most caring, kind, supportive practice from the receptionists to the GP’s.” S.B