



## NHS FRIENDS & FAMILY TEST

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

### December 2024 RESULTS



Very Good	Good	Neither Good/nor Poor	Poor	Very Poor	Don't Know
154	12	0	0	0	2

#### Comments Received from Patients included:

**'Short waiting time, got appointment on day I needed, very helpful'**  
**'The practice are brilliant for providing quick help & same day appointments'**  
**'Top class service, can't fault it'**  
**'Amazing & efficient service'**  
**'Great changes. An efficient service and fantastic reception staff'**  
**'Quick and professional'**  
**'Was great to actually get an appointment, booking system is 100% more efficient'**  
**'Excellent service, can't be faulted'**  
**'Reception staff were so helpful, right attitude to their jobs'**  
**'Couldn't help you enough! Make you feel at ease and reception staff extremely helpful'**  
**'Called at 8am, phone got answered after 2 rings, got an appointment on the same day, referral was suggested and received referral details within 2hrs of being seen. Now that's what you call an efficient service. OUTSTANDING!!! Thank you to all.'**  
**'Received immediate help and understanding'**  
**'Receptionist very polite and Doctor's appointment on time and dealt with very considerately'**  
**'Very caring and professional'**  
**'As always when I phone the reception always do their best'**  
**'Professional'**

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