



## *NHS FRIENDS & FAMILY TEST*

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

### March 2025 RESULTS



Very Good	Good	Neither Good/ nor Poor	Poor	Very Poor	Don't Know
74	6	1	1	1	0

#### Comments Received from Patients included:

*'Very professional and understanding, gave me the help I needed'*  
*'Felt listened to and understood'*  
*'Appointment on time and friendly'*  
*'Always great service and quick'*  
*'Always excellent service throughout'*  
*'I got an appointment when I phoned up which is excellent'*  
*'Very helpful and easy to talk to, a pleasant visit 5 stars'*  
*'Proactive and available when needed'*  
*'Was able to see a doctor within an hour of ringing for an appointment'*  
*'Overall very happy with the service I received'*  
*'Excellent, efficient practice, all staff professional yet friendly and approachable, particularly reception'*  
*'Always able to get through on the telephone and get a same day appointment'*  
*'Very well managed practice offering First Class patient service'*  
*'Everything was done so easily and politely'*  
*'I rang this morning and got an appointment this afternoon'*  
*'Receptionist today was very polite, caring and empathetic'*  
*'Makes life better to know there are Dr's who care'*

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