

FRIENDS & FAMILY FEEDBACK 2017

The following feedback until August 2016 came from our patient surveys, with scores from Very Likely – Very Unlikely – form distributed to all surgeries for continuity.

JANUARY 2017 – No forms received

FEBRUARY 2017 – No Forms received

MARCH 2017 – No forms received

APRIL 2017 – No forms received

MAY 2017 – No forms received

JUNE 2017 – No forms received

JULY 2017 – No forms received

AUGUST 2017 – No forms received

SEPTEMBER 2017:

1. Extremely likely – If they had similar medical condition I think they should understand more about it. I would
2. Extremely likely – I have always been well looked after at this surgery – and I go back to Dr Laura
3. Extremely likely – no comment
4. Extremely likely – I feel that you get a excellent service at the practice.
5. Extremely likely – no comment
6. Likely – Everyone is so helpful & friendly

OCTOBER 2017 – No forms received

NOVEMBER 2017:

1. Likely – no comment
2. Likely – no comment
3. Extremely Likely – no comment
4. Extremely Likely – no comment
5. Extremely Likely – I have already referred my friend and she is now a patient. The doctors have been very supportive and helpful and try fight my corner if needed. They diagnosed medical conditions that my previous surgery failed to do so. The receptionists are really nice too.

DECEMBER 2017

1. Likely – Quick appointment schedule

2. Extremely Likely – Always been happy with the care and service provided – Doctors always will give you the time if needed with your apt. Thank you
3. Likely – I have mostly always been able to get an appointment when needed and always find all the doctors and nurses friendly.
4. Likely – Dr Barnett is really good, never rushes you. Practice is always clean, tidy and friendly.
5. Extremely Likely – All my contacts with every member of staff have been very positive. Professional, caring always. 20 years with practice.