

## Friends and Family Comments

### **August 2018**

**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

#### Positive comments

*"Excellent staff"*

*"The reception staff are very helpful and the doctors and other practitioners listen to what you are saying."*

*"I am happy with the attention/consultation I receive."*

*"I have always found the practice to be very friendly and professional and the staff make it comfortable for me to approach them."*

*"Friendly Likable people."*

*"I have been with this practice all of my life and I have never had any concern about getting an appointment."*

*"In comparison to other patient experiences at other practices this is the best."*

*"All doctors have been friendly and helpful. Reception staff are generally friendly and helpful too."*

*"Been with the practice many years and always found the response extremely good and waiting time for an appointment is reasonable."*

*"Reception and ancillary staff helpful. Doctor very thorough and accessible."*

#### Areas for development

*"I did not realise when it was my time to go through to the doctor's room! Another patient had to tell me! This might also be a problem for blind people. Calling out our names would solve this problem"*