

## Friends and Family Comments

### **November 2019**

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

#### Positive comments

*"Always pleasant and helpful".*

*"Very helpful and thorough".*

*"Good thorough advice and treatment".*

*"The staff are always helpful".*

*"Most of the time the practice are fine".*

#### Areas for development

*"Conflicting information given by Dr compared to ultrasound technician".*

*"I would have said extremely likely, having heard of the movement of staff (reception) I feel unhappy that our staff who know us well will not be here full time".*