

## Friends and Family Comments

### **December 2019**

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

#### Positive comments

*“Good professional service by all staff including reception”.*

*“Within 50 minutes of the initial phone call we were with a doctor who was most thorough”.*

*“Nice at reception”.*

*“Good receptionists, good range of doctors and nurses”.*

*“Friendly people working there always make you welcome”.*

*“Good quality care, excellent doctors”.*

*“I haven’t been registered at the surgery for very long but in the time I have been registered I have felt very cared for – as you should at your GP practice! I feel comfortable talking about my issues and have received thorough, helpful responses from all staff”.*

*“Very friendly staff”*

*“Quick service”*

*“Efficient, professional & prompt – don’t have to wait too long for an appointment. Friendly staff”.*

*“The reception staff are courteous, friendly efficient and are the medical staff. Appointment times vary but are never too long and doctors are always happy to make phone calls, to answer queries or worries that patients may have”.*

*“Nurse – excellent at putting at ease – very informative”.*

Areas for development

*“Several reasons: Think there are some really unhelpful & miserable receptionists – you’d think it’s possible to recruit some efficient receptionists who can actually smile & be sensitive to people who are worried/poorly”.*