

## Friends and Family Comments

### **September 2016**

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

#### Positive comments

'Excellent staff.'

'Very good care.'

'Best surgery.'

'Transfer to the practice...has been very smooth.'

'Never any problems with appointments, staff friendly and approachable, doctors very professional and good.'

'I have always found the doctors and nurses helpful and seem to care.'

'Always had good and prompt treatment.'

'Close by and friendly.'

'Everyone at the surgery is very helpful and the surgery has some brilliant doctors who are kind and easy to talk to.'

#### Areas for development

'Waiting time for appointments...given wrong information by one receptionist...'

'Last GP appointment was a waste of time, however the service is usually good.'

'Unavailability of appointments for working people – i.e. after 6pm on an evening or at weekends.'