

**FRIENDS & FAMILY RESULTS – July 2018**

**Would you recommend the practice to a friend or family member?:**

**Extremely Likely 84%**

**Likely 13%**

**Neither likely or unlikely 2%**

**Unlikely 1%**

**Extremely unlikely 0%**

**Don’t know 0%**

**Main reason for the patient’s response:**

Highly efficient, polite and professional

Prompt, professional & pleasant staff

The appointment was on time, and the GP seeing me was very professional, efficient, and kind.

Everybody is so nice!

Dr. Lewis was professional and proactive re: preventative treatment, which was the reason for my visit.

Outstanding care and expertise.

Very pleasant receptionist and proper understanding treatment by the doctors at the surgery.

Highly efficient. On time and very clear

Responsive staff, appointments on time and GPs helpful and friendly

Receptions are always helpful and friendly and welcoming. Dr Scudder always listens to you and nothing is too much trouble for her. She is very professional.

Both times I have been seen by a GP and a nurse I had the best attention possible. Receptionist is also lovely and kind. Thanks a lot!

Very friendly staff and can generally get an appointment in reasonable time

Outstanding knowledgeable team here - we are very lucky - nothing seems to be too much trouble

The reception team are excellent. Sharon is utterly brilliant with patient service. Warm and caring experience. Dr Scudder is a gem when she can be seen and has intuition and humour as well as professionalism. All the GPs are wonderful. Only points are the rooms are not temp controlled which is probably stressful to function in. Also the time allocations are ridiculous and quite obviously stress the doctors

Easy to get appointment that suits me. Appointment runs to time

Very organised, polite and friendly staff, great medical care.

The practice is efficient, caring. Sharon at the front desk is helpful, kind and cheerful.

On line appointment scheduling was smooth Doctor was on time and professional

Dr Lewis and Scudder are very good doctors and Sharon is such a professional and helpful receptionist

Always, first class service with a smile.

Helpful and caring

Dr Scudder was very helpful.