

**FRIENDS & FAMILY RESULTS – March 2018**

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

**Extremely Likely 66%**

**Likely 26%**

**Neither likely or unlikely 3%**

**Unlikely 2%**

**Extremely unlikely 3%**

**Don’t know 0%**

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

Just feel very assured and comfortable with Dr Scudder

Efficiency of practice and good doctor

I like my Doctor Lewis so much and feel comfortable talking to him, he understand my case very well and he makes sure I'm talking care off. I want to thank him so much for taking care of me.

Friendly, efficient, knowledgeable and professional

The doctors are never available I requested to get some tests done and got ignored and went to see another go and got diagnosed very unprofessional

Quick dates for the appointments and kind staff and reliable doctors/ nurses

Very friendly and thorough

Friendly and helpful Reception staff. An excellent team of doctors all of whom instil confidence and are never rushed.

Professionalism knowledge expertise

A friendly, welcoming and organised reception team. Easy to access services. The best asthma and diabetes review I’ve had in years. Feeling supported, thank you.

Good reception ladies and nice atmosphere

I waited very long to call my name and the young lady on duty on that day isn’t friendly .

The nurse that changed my dressing was excellent as well as everything throughout my surgery process

Great doctor and friendly reception staff

Follow up on NHS health check from last year. Glad the surgery is actively engaged in preventative healthcare. GP Very thorough. Friendly manner. Approachable.

The staff are always very welcoming and pleasant. The GP’s very efficient.

The staff are always friendly and helpful and caring

The staff was very friendly and understanding, seemed to do all they could to help in a semi-urgent situation.

The staff are extremely professional, empathetic, helpful and friendly, always welcoming...

I have found most of the staff very helpful and I have been able to be seen if an emergency. For a normal appt usually seen within a couple of days. If I want a specific doctor I do usually gave to wait, but that is my preference