

## Family & Friends Test April 17

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't know	Total
Handwritten	8	3	0	0	2	0	13
Online	0	0	0	0	0	0	0
Total	8	3	0	0	2	0	13

### Comments:

#### Extremely Likely

- After many years in Rayleigh using the surgery – we are satisfied & happy.
- Staff at the surgery are very friendly and are here to help at any time.
- Needed to have tetanus injection (3<sup>rd</sup> had 2 previous before). I am needle phobic (scared of needles) The lady at reception was so kind and helpful to me.
- Always had good treatment.
- Helpful
- Always friendly, always helpful. Very considerate towards the elderly.

#### Likely

- Very helpful receptionist, although wasn't able to book me an appointment but was able to set up online booking.
- Lovely reception staff. Extremely friendly.
- Staff friendly. Helpful today and generally.

#### Unlikely

- Lack of appointments