

Family & Friends Test January 2016

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't know	Total
Handwritten	6	1	0	0	2	0	9
Online	0	0	0	0	0	0	0
Total	6	1	0	0	2	0	9

Comments:

Extremely Likely

- Lovely reception staff
- I'm very satisfied with the attention I get from everyone at this practice.
- I'm 83 years old; I find the doctors very attentive when I have had reason to visit the surgery and twice I have been grateful for their quick action in getting me a referral to the hospital one for major surgery.
- Always very professional & Helpful
- Sympathetic & Sound advice
- We are never a nuisance – Thank you.

Likely

- Great doctors especially Dr. R. Genthe. He is thorough, compassionate and a very knowledgeable GP.

Extremely Unlikely

- Phlebotomists are unable to take blood. When called back unable to be seen despite being less late than the appointment always run.
- Doctors can't maintain professionalism.