

## Family & Friends Test August 2018

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't know	Total
Handwritten	5	2	0	1	0	0	8
Online	0	0	0	0	0	0	0
Total	5	2	0	0	0	0	8

### Comments:

#### Extremely Likely:

- Lucy Davidson was absolutely fantastic. She made me feel completely at ease and is by far the best nurse I have ever seen. Thank you.
- Very impressed at being able to get an appointment – same day – within one hour! And the doctor was very good also.
- Easy to get an appointment, love the phone consultation service, doesn't waste my time or doctors. Doctors are mostly good, easy to talk to and feel your listened to, good service links with pharmacy.
- Always had satisfactory treatment – been a patient for 53 years – absolutely no complaints.
- Happy with service.

#### Likely:

- Apart from waiting for an appointment. The staff are very friendly.
- Appointment system improving but could be better

#### Unlikely:

- Impossible to keep continuity with same doctor.