

Family & Friends Test April 2018

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't know	Total
Handwritten	11	4	1	1	0	0	17
Online	0	0	0	0	0	0	0
Total	11	4	1	1	0	0	17

Comments:

Extremely Likely:

- Lady was very nice & friendly. Quick service.
- Very good throughout fast service and very caring!
- Doctor is always on time for blood tests.
- Friendly, convenient service which is quick and professional.
- Phlebotomist (AM) was very good she took blood sample very easily which does not happen and put me at ease.
- I have always found the surgery to be helpful and all staff and doctors are friendly and polite.
- Fast friendly staff.
- Appointment time always spot on. Nurse lovely to talk to.
- Nurse very polite & helpful. Thank you.
- Very efficient, punctual & professional
- The staff are always friendly.

Likely:

- Good service called for blood test and received appointment and was seen that day (Very good.)
- Good service and friendly staff.
- Usually very satisfied.
- Generally happy with service- Phlebotomist (AM) - was extremely professional today.

Unlikely:

- Hard to get appointments, ages to get through on the phone, not enough doctors in the day time, always have to wait a long time to get seen by the doctor.

•

Neither likely or Unlikely:

- Find making an appointment very awkward and difficult.