

Family & Friends Test December 2017

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't know	Total
Handwritten	3	1	0	0	1	0	5
Online	0	0	0	0	0	0	0
Total	3	1	0	0	1	0	5

Comments:

Extremely Likely:

- Have always found both medical & admin. staff extremely helpful & efficient. A smooth running surgery with patient's needs at the forefront.
- Two recent responses from doctors and reception staff have been so positive; especially the new call back doctor service and especially Dr. Monk.
- Always show professionalism despite obvious increasing demands. Well done Audley Mills!

Likely:

- Great service – especially from Lionah (nurse)

Extremely Unlikely:

- I have been with this surgery for 40 years and this is the unhappiest time to try to see a doctor. I can't stay up until midnight to go online and due to Fibromyalgia I find early mornings difficult to phone in. However, the nurses are fantastic.