

Family & Friends Test May 2015

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't know	Total
Handwritten	6	0	0	0	0	0	6
Online	0	1	1	0	0	0	2
Total	6	1	1	0	0	0	8

Comments:

Extremely Likely

- I have been a patient here since 1975. I have always been treated with the care and respect you would expect from your GP. Also the receptionists have always been respectful.
- I have always been treated with courtesy and efficiently by ALL your staff. I have never had to wait long for an appointment, indeed some on the same day. Many thanks.
- Clinically sound. Can always get an appointment. The practice makes you feel safe and assured.
- Having been registered with the practice for over 25 years I think I can say that I know the surgery and staff quite well and would recommend the service to anyone and everyone!!!
- Helpful and understanding.
- A really good practice. Very efficient, some great GP's particularly Dr. Tisi and Dr. Genthe. But when I tried to book an appointment for 5/5/15 for Dr. Tisi the first appointment was not until 26th May which was not so good.

Likely

- The practice is a very good practice; there are many doctors there who are all caring and helpful. At times it is frustrating when trying to get an appointment at the last minute but using the online appointment system is good for when you don't have anything urgent.

Neither Likely Nor Unlikely

- Have been a patient here for 48 years. I am sad that it is always difficult to get an appointment for the same doctor even if I get to the surgery at 7am. I am worried how we are going to manage as we get older and getting out becomes more difficult especially in the bad weather. I also get very upset when the receptionists feel that my problem does not need an appointment. I have been around since the beginning of the NHS and am extremely concerned about the future.