

## Family & Friends Test September 2017

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't know	Total
Handwritten	1	5	0	1	0	0	7
Online	0	0	0	0	0	0	0
Total	1	5	0	1	0	0	7

### Comments:

#### Extremely Likely:

- New system worked very well for me – Excellent Service.

#### Likely:

- Only used the new service once so far but it was very good at that time.
- Had no problems
- Haven't experienced any problems with the service
- Why is the check in machine gone? Queues form at reception – going backwards.
- Friendly & pleasant staff and efficient staff only negative point is the new phone first system.

#### Unlikely:

- The new booking system is unsatisfactory. I phoned Mon 1<sup>st</sup> Aug – throughout the day & Tuesday same with no success to get through for appointment. Had to get taxi to surgery on Wed to make an appointment. Tried for appointment 17<sup>th</sup> August couldn't get through again. Holding on for 10 minutes.