

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 1st 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 17th August couldn't get through again. Holding on for 10 minutes.