

### Family & Friends Test September 2015

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't know	Total
Handwritten	3	3	1	0	1	0	8
Online	0	0	0	0	0	0	0
Total	3	3	1	0	1	0	8

#### Comments:

##### **Extremely Likely:**

- Very friendly Head receptionist and team. They take a lot of abuse but keep smiling. Nice doctors, not sure why they keep changing.
- Problem dealt with very quickly and efficiently. Big up to Dr. Genthe and reception staff.
- Extremely likely to recommend doctors but reception staff are unapproachable rude and unhelpful.

##### **Likely:**

- Friendly surgery
- Lovely reception staff. Very helpful.
- Generally good and efficient service.

##### **Neither likely or unlikely:**

- Difficult getting through via telephone.

##### **Extremely unlikely:**

- Keep the surgery small – less waiting