

Family & Friends Test July 2018

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't know	Total
Handwritten	4	2	1	0	0	0	7
Online	0	0	0	0	0	0	0
Total	4	2	1	0	0	0	7

Comments:

Extremely Likely:

- I took my three year old granddaughter to Dr. Keeble she was extremely gentle, patient and very caring – an excellent G.P. She also saw my 66 year old husband a few weeks ago and treated him with pneumonia. I feel she goes the extra mile and listens.
- Promptly treated & referred on two separate occasions quite recently.
- Clean, friendly & reliable staff
- The surgery provides excellent service both polite doctors and nurses who are willing to provide information about one's condition.

Likely:

- Likely because the service, once received is great. However, it's not 'extremely likely' because the new system to book appointments makes it incredibly difficult to get through to be seen.
- I find it very difficult to make an appointment mostly.

Neither Likely or Unlikely:

- Only being able to book on the day appointments is difficult, stressful and could stop people getting something checked out, stop people with MH problems seeking help etc. and I think it's outright dangerous.