

Family & Friends Test March 2018

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't know	Total
Handwritten	11	9	1	2	0	1	24
Online	0	0	0	0	0	0	0
Total	11	9	1	2	0	1	24

Comments:

Extremely Likely:

- I saw Angela Morris again today. She is amazing! I have difficult veins and at the hospital it taken on average 5 people 30-40 minutes who may or may not get blood! Angela gets it first time in a few seconds. She is the best Phlebotomist I've ever been to.
- Get to see who I want. Friendly service.
- No Comments
- I have always had good service over the years from this practice.
- Always helpful and friendly.
- Excellent Service
- Always good.
- Friendly & helpful.
- Friendly staff
- Friendly staff, easy to get appointment.
- Doctors are always caring, plenty of time to understand a patients problems. I have already recommended three friends.

Likely:

- Good Service
- Unlike other doctors, you can get an appointment if you wait until midnight.
- Not extremely likely due to not being able to book forward appointments. For my daughter I had to go online four nights at midnight to get a face to face outside school time.

- Some doctors give good care. I put likely because it is so hard to get an appointment.
- Service is good. Appointments quite easy to book – not a long waiting list.
- No comment
- No comment
- No comment
- No comment

Unlikely:

- I found it difficult to obtain an appointment.
- Took days to get through before all the appointments here were taken. I had tests but not sure what to do now.

Neither likely or Unlikely:

- Because the last time I called I had a telephone appointment and I was informed I was abusing the system!! Then received a rant about the NHS!

Don't know:

- No comment