

## Family & Friends Test November 2018

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't know	Total
Handwritten	5	4	0	1	0	0	10
Online	0	0	0	0	0	0	0
Total	4	4	0	1	0	0	10

### Comments:

#### Extremely Likely:

- Lovely staff.
- My husband and I went for flu jabs on an open door session. The session was excellent and the panning was obvious.
- I like the fact you can have blood tests here and there are a range of doctors.
- I received prompt attention on my recent visit with Dr. Keeble which I was much appreciated with.
- Whilst my dealings with the surgery have been positive in my visits to the phlebotomist on Wednesday was dealt with understanding and professionally. I had made a mistake with the time, Julie (receptionist) re-arranged my appointment so I did not have to go away and return later.

#### Likely:

- No reason to be critical.
- Friendly staff on the whole, usually able to see same doctor. Would prefer if didn't have to stay up until midnight book an appointment for that day.
- Very good if you book online.
- No comments.

#### Unlikely

- Extremely difficult to get an appointment. Feel very sorry for elderly who can't get up to make appointments at 7am. 8 o'clock no reply on phone, held on 23 minutes just to get test results.