

## Family & Friends Test September 2018

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't know	Total
Handwritten	6	5	0		0	0	11
Online	0	0	0	0	0	0	0
Total	6	5	0	0	0	0	11

### Comments:

#### Extremely Likely:

- We are always treated with respect and kindness especially with our named doctor – Dr. Lucy Saville.
- Everybody is extremely friendly. Doctors look after me and listen to me. Reception do go the extra mile, even when under pressure and my goodness they are under pressure!
- Service and care across the board is excellent. The Phlebotomy department is the best I have come across in a long while!
- I have always found this practice really helpful – have been registered here since moving to Rayleigh 1960.
- Saw a doctor (Rathod) straight away, took his time and really helpful.
- Receptionist was helpful, received appointment straight away, same day.

#### Likely:

- Good doctors and nurses. Dr. Keeble is wonderful.
- It's good service and local for us.
- Difficult to get appointments.
- Difficult to get an appointment on the phone.
- At least you can get an appointment on the day if you get up early.