

# June 2016

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In June 2016 the practice received a total 7 responses of which 6 were in-house and 1 via our website feedback tool. Below are the responses to the main question of how likely are you to recommend our GP practice to friends and family if they needed similar care of treatment?

Extremely Likely	5
Likely	2
Neither likely nor unlikely	0
Unlikely	0
Extremely Unlikely	0
Don't Know	0

## **The practice received the following comments that patients were happy to made public: -**

- My GP is still smiling, energetic and has a great sense of humour. Wish all doctors I saw were this approachable, thanks.
- Always good service from the receptionists and doctors.
- The waiting time for an appointment is reasonable. All staff work hard to assist and aid patients. It's a friendly atmosphere. The medical staff are friendly, knowledgeable and very accommodating. This is the best surgery I have been a patient at.
- Always get courteous and excellent service.
- The Advanced Nurse Practitioner I saw was very good and helped my nerves.
- Kind, helpful, understanding, interested in the patients, genuine, non-judgemental, fair, reasonable.

*We appreciate that not everyone will experience a full personal satisfaction from our practice and services, but patient feedback is an essential tool that helps us deliver a high standard of care that is focused on the needs of the local community.*

**Thank you for participating and providing feedback.**