

May 2016

In May 2016 the practice received a total 20 responses of which 20 were in-house and 0 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	18
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: -

- Always been there for me.
- My GP gives honest advice (even if I don't want to hear it). He organises appointments with third parties and has acted as an advocate on my behalf. The appointment system is fair and efficient.
- Extremely good service from all areas and aspects of the surgery.
- Extremely good service from doctors, reception staff and nurses – thank you. The doctors take the time to listen to us so they can help us no matter what is wrong & help get us better as soon as possible.
- Everybody is friendly, helpful and caring.
- Very efficient.
- Such a friendly practice, what is asked is done on time and always very professional.
- Extremely helpful staff.
- I have always found it excellent.
- Amazing, brilliant, wouldn't want to go anywhere else. Staff very welcoming and understanding.
- Welcoming, supportive, fantastic surgery, so much better than my last one.
- We were going to move house but it was out of the surgery area, so we are not going to move now.
- Staff are excellent, nothing is too much trouble.
- Just spoken to the Doctor, feel he really listened, didn't rush me, responded with care and genuine concern. He consulted with colleagues to ensure he provided the right advice and provided a much need pathway forward.
- Because they make you better.
- Friendly and understanding staff. Availability of appointments.

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.

