

<b>Friends and Family Questionnaire report</b>		
Month: <b>January</b>		
	<b>Physical</b>	<b>Online</b>
Extremely Likely	15	0
Likely	2	0
Neither Likely nor unlikely	1	0
Unlikely	0	0
Extremely Unlikely	0	0
Don't know	0	0
Total replies:	18	0
<b>Comments:</b>		
<p>“Everyone has been very helpful”</p> <p>“Very good”</p> <p>“Good service, able to get appointment when needed. Reception staff have a sense of humour”</p> <p>“Every time I come over here I feel welcome and the service is good, friendly and straightforward”</p> <p>“Always helpful”</p> <p>“Able to get appointments quickly”</p> <p>“Because I always get very good service every time I come here. I am very satisfied”</p> <p>“I think this surgery is wonderful and the staff are excellent. It's a good idea to open so early for the patients to get attended to”</p> <p>“Thanks for opening the surgery so early. It gives me time to come, and go to do my shopping early”</p> <p>“Well, first of all, the receptionists are really nice and warm, especially Wendy. Doctors also take their time to investigate if there's a problem, and sometimes some of them really make you feel already better by the way they receive you and listen. Dr Ganes is one and Dr Jones saved my son's life. All the Doctors in fact”</p> <p>“Because I have always been treated with great respect by all concerned, and the staff are polite and friendly”</p> <p>“Prompt service! Had an appointment with the Practice Nurse at 16.15, walked into the surgery and straight into the Nurse's room for the appointment. The Nurse was very pleasant and friendly and had good infection control practices. Just like to add on, a previous visit to see GP I also received a prompt service”</p> <p>“I think you're helpful and give the right answers”</p> <p>“Managing to see a Doctor without an appointment is very reassuring and means that any issue can be addressed quickly. Also the early opening is excellent as having to miss work to attend appointments can be stressful. Reception staff are always pleasant”</p>		