

**Friends and Family Questionnaire report**  
Month: **November**

	<b>Physical</b>	<b>Online</b>
Extremely Likely	1	0
Likely	0	0
Neither Likely nor unlikely	1	0
Unlikely	0	0
Extremely Unlikely	0	0
Don't know	0	0
Total replies:	2	0

**Comments:**

“Walk-in service means one can always see a Dr at short notice. Helpful reception staff. Good Dr's.”

“Appointment system – call on the day to get the appointment would save patients time, reception seems to be well staffed with competent ladies, who are more than capable of managing such appointment system. Surgery is always clean and tidy. Reception staff are very knowledgeable and manage difficult situations very well.”