

Friends and Family Questionnaire reportMonth: **February 2019**

	Physical	Online
Extremely Likely	2	8
Likely	1	3
Neither Likely nor unlikely		
Unlikely		
Extremely Unlikely		
Don't know		
Total replies:	3	11

Comments:

"Great Service & Friendly Staff."

"Always very Helpful and always able to get an appointment. Very nice staff."

"Today I was seen for my appointment on time, and for a walk-in within very good time. The nurse was polite and friendly and the Dr listened and provided a solution."

"The surgery always packed but what so ever the case one would be seen within the hour."

"Seen in Time. Helpful staff (Reception and Nurse)."

"Excellent customer service."

"Knowledgeable, friendly, caring, identify with culture really quickly, personable and efficient."

"Friendly staff with excellent customer service."

"Nurse satisfied me and answered all my questions."

"The team was very friendly."

"Good friendly service, however the time it takes to book patients in to see doctors/nurse very long."

"Efficiency is the key."