

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

	Physical	Online
Extremely Likely	2	7
Likely		2
Neither Likely nor unlikely		
Unlikely		
Extremely Unlikely		
Don't know		
Total replies:		

Comments:

"Dr went out of her way to see me. She was very friendly and patient. The receptionist (Kirsty) went out of her way to sort out a problem that my surgery caused, due to them incorrectly booking my appointment."

"Reception are very good to the people that come to see the Dr's also the Dr's and Nurses are very good."

"I was happy with the consultation I had with my GP."

"Knowledgeable staff. Thorough consultation. Great Clinical Staff."

"The staff is very friendly and helpful and atmosphere is calm and relaxing."

"I have ticked extremely likely as the practice has always been very helpful and understanding."

"Satisfaction."

"Wide Way Clinic provides an excellent service to patients. They are patient focussed and are very considerate to get the best outcome for the patient. Recently my daughter had surgery in the Caribbean, the gp surgery was proactive in providing information to insurance and since my daughter aged 17 returned to the UK, the nurses have been gentle and interested when changing my daughters dressing. This has reduced her anxiety and distress. Wide Way also operate a hub and it is now easier to get an appointment on the weekend."

"The staff are very very friendly and always supportive towards me."

"Quickly get appointment."