**Friends & Family November 2019 Electronic Text**

1. **Extremely Likely: 16**

As I always get to see the doctor when needed

I always feel grateful for the satisfaction and friendliness of service at this practice. Thank you.

The nurse is always friendly and very efficient.

I find doctors easy to talk to and they are very helpful

Your Good, I'm hardly ever there but when I am its good.

Doctor seemed to care, although listened to my chest and didn't say anything.

I've been registered with you since I was born and I've never had a

Fantastic doctor nice staff

Had my flu jab and appointment was convenient to me

Doctors are very understanding and patient

Always helpful staff and great doctors

The nurse was efficient, helpful and on time.

Very prompt service to book appointments

Very helpful

Appointment was on time and not waiting about

The doctor I saw understood my concerns.

1. **Likely: 1**

Good support from staff.

1. **Neither likely or unlikely: 0**
2. **Unlikely: 2**

Well if I could rate the surgery lower it would of got it I’ve been coming to the surgery for over 18month for the same thing but I’ve been given 5 differ

Nothing positive about the experience

1. **Extremely unlikely: 3**

Receptionists believe there qualified doctors and make there unwanted opinion known in a very rude and abrupt manner, definitely need retraining on people.

Me to make another appointment for it. There will be a complaint going against him! That is disgusting.

Waiting times and didn't see the doctor I was told I would see, also not satisfied with the medical outcome.