**Friends and Family Results June 2020 = 56**

1. **Extremely likely: 49**

I rated 1 because I feel Dr Frost handled my complaint very well and came to an accurate conclusion.

It was a very safe, efficient appointment. Staff always helpful and friendly.

I'll do my best.

Make me feel at ease, and always understand.

The nurse was very helpful. It doesn't beat seeing her in person but due to circumstance beyond are control it was better than nothing.

Fantastic doctor lovely staff nurses and receptionists.

Kind, helpful, polite but most importantly you listened thank you.

Quick very clean and no screaming kids running around.

Very polite, and knowledgeable put me at ease very quickly.

No waiting about, pleasant staff.

All went smoothly and nurse spotted I needed an extra vaccine which she gave me there and then so very helpful.

Polite and quick.

There was no waiting time. Nurse very efficient. Whole experience was good.

Appointment with Nurse was fine. Just unsure what to do when entered surgery.

All the staff is helpful, I felt my baby received good care. I felt confident leaving after his injections.

Very safety conscious, staff always helpful. Quick appointment.

I was given an appointment for bloods to be taken and then to see the doctor. I was seen promptly and processed in a pleasant and friendly manner.

Always nice friendly respectful each time I have seen nurses and Drs that has not changed because of covid 19.

She was very nice and polite.

Because you are the best.

The nurse I saw today was very lovely and explained everything very well.

Because I was treated well.

The doctor was very nice not long to wait very good.

I was listened to and given good advice and medication to help my problems thank you Dr.

Very efficient.

Got a phone call appointment from Dr frost within a couple of hours of ringing the surgery. Got my prescription that evening and is now feeling much better.

Polite and service good.

Kind concerned and caring.

Always helpful. And polite.

**2. Likely: 2**

Appointment with Nurse was fine. Just unsure what to do when entered surgery.

Although reception staff were aware I had entered the surgery I was not a

**3. Neither likely or unlikely: 4**

 It’s because you really can’t explain what's wrong over phone and the doc can’t look at the problem and all the doc kept saying is he things it one thing.

**4. Unlikely: 0**

**5. Extremley Unlikely: 0**

**6. Don’t know: 1**