**FRIENDS AND FAMILY TEST**

**Results for August and September 2024**

Thank you to all the patients who completed a friends and family test survey in August and September 2024.

**How likely are you to recommend our practice to family and friends if they needed similar care or treatment?**

75% are extremely likely to recommend the practice

16% are likely to recommend the practice

5% are neither likely nor unlikely to recommend the practice

1% are unlikely to recommend the practice

2% are extremely unlikely to recommend the practice

**If we could change one thing about your care or treatment, what would it be?**

* Dr Challa was very approachable and professional.
* Dr Hart was great during my appointment. She was super friendly and reassuring.
* Lovely Dr Hart, kind, compassionate, reassuring, knowledgeable, fabulous bedside manner.
* Dr Hart is literally the sweetest person ever.
* Dr Hart is a great asset to the practice, she listens and is very caring and compassionate.
* Absolutely incredible service and knowledge from Dr Hart. Made me feel so at ease, very approachable and informative. Her assistant/trainee GP was also great.
* We are lucky to have Dr Brown. Dr Brown was excellent. Couldn’t ask for better.
* Dr Brown is very thorough.
* Dr Craghill is wonderful.
* Great treatment from Dr Rawson, first class.
* Dr Harris is very kind. Dr Harris has been amazing.
* Dr Harris is very knowledgeable and she always takes time to listen to your concerns.
* Zayd Patel was excellent in every way.
* All the staff have always been so kind and courteous. Excellent practice.
* Tracey is a gem, super efficient, happy and always remembers me.
* Tracey is amazing. She makes you feel comfortable and treats you as a person.
* The nurse practitioner we see is amazing. So friendly and caring. Recommend 100%.
* I was treated with care, respect and dignity by a lovely doctor.
* The nurse practitioner that we saw was so lovely with my daughter and made her feel at ease straightaway.
* The nurse was extremely knowledgeable and friendly.
* The nurse was friendly and very respectful of privacy and dignity throughout.
* Janet was very kind and helpful. Janet was very helpful and pleasant.
* Both reception staff and medical professionals are outstanding.
* I find all staff extremely helpful, polite and professional. The appointment triage system is excellent. First class service.
* Brilliant surgery, lovely and clean. This surgery is 100% better than my last surgery.
* More face-to-face appointments and shorter waiting times.
* Reduce waiting times especially for blood tests.
* Saturday appointments.
* Some later night appointments would help.
* An open surgery once or twice a week, where you could just turn up and take it in turn to see a doctor.
* Answer machine messages are long winded.