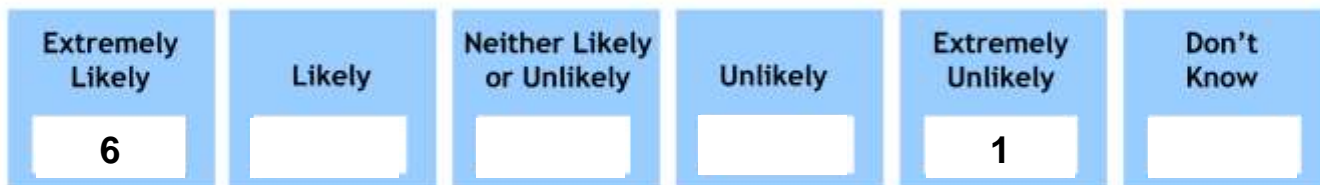


Friends and family test results for: **OCTOBER 2018**

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



You told us:

The doctors and staff couldn't be more helpful or thorough.

Helpful receptionists who always do their best to get you an appointment.

Dr Bowry, Savage, Simpson and Haslam listen and act with concern and thorough investigation.

Friendly, helpful reception staff. Experienced and professional clinical staff.

A friendly and caring practice. Always on hand for an urgent appointment.

Dr Simpson has been extremely understanding and supportive. I feel SO much better after having spoken to him.

Every aspect of the care has been amazing, from reception staff through to the Doctors. I couldn't fault the care and service.

Everyone in reception gives me a smile but very confused all the time.

We're listening - this is what we are doing:

Thank you to those who completed the Friends & Family Test in October 2018, and for some very encouraging comments - the Doctors and staff are very grateful for feedback.

We will continue to try and provide our patients with the best care we can at all times. However, if you have any thoughts or ideas on how we can improve our service, we would welcome your comments. Why not join our patient participation group or complete one of the comment leaflets which can be found in the waiting room? Or you could just complete another Friends & Family comment card next month!