

**Friends and Family Feedback**  
**August 2017**

Source	Patient Answer	Patient Comment	Practice Comment
Offline	Likely	Because they are sufficient.	Thank you for the comments which will be shared with the team
Offline	Extremely Likely	My parents live in Oldham and compared with the care they received my care here is in a different class	Thank you for the positive comments,
Offline	Extremely Likely	Dr listens to concerns, explains condition and agrees ongoing action – involves me in the process (Dr Sudell) couldn't ask for more	Thank you for comments which I will share with Dr Sudell for his next appraisal
Offline	Extremely Likely	Very pleased with all the reception staff who are helpful and friendly plus the doctors are constructive and honest	Thank You for your feedback we always try to do our best
Offline	Extremely Likely	They do their job under stretched circumstances – very well	Thank you – for the good feedback
Offline	Extremely Likely	Yes everything was sorted very friendly and helpful	Thank you for your feedback
Offline	Extremely Likely	Danielle is very polite and helpful	Your comments are really appreciated.- and will be passed onto Danielle
Offline	Extremely Likely	Always friendly and professional – and great advice given	Thank you we try our best
Offline	Extremely Likely	Outstanding staff and treatment in spite of Jeremy Hunt	Your comments will be shared with the practice team
Offline	Extremely Likely	I am glad I got a good nurse	Thank you for the kind feedback
Offline	Extremely Likely	No comments left	Thank you
Offline	Extremely Likely	No comments added	Thank You
Offline	Likely	No comments left	Thank you

**Friends and Family Feedback**  
**August 2017**

Offline	Extremely Likely	No Comments Left	Thank you
Offline	Extremely Likely	Always helpful and friendly	Thank you – for you kind feedback
Offline	Extremely Likely	Staff always helpful and polite	Comments like this are really pleasing.
Offline	Extremely Likely	No Comments left	Thank you
Offline	Extremely Likely	Always ready to listen and helpful	We always try to help
Offline	Likely	I have answered “Likely” because you may have to wait but I find all the staff very helpful	Thank you for this feedback
Offline	Extremely Likely	I have always received help from all staff appropriately to my needs and treated with respect and courtesy	Thank you for this positive feedback which will be shared
Offline	Extremely Likely	Very nice and friendly practice	Thank you for your feedback which will be shared with all
Offline	Extremely Likely	The staff are always polite every time I visit and the environment is always clean and tidy inside and out.	Thank you for your comments which will als be shared with the domestic team
Offline	Extremely Likely	Because Tracy is really professional	Thank you for your comments which will be shared with Tracey

23 Comments Received

20 Extremely Likely

3 Likely