

Friends and Family Feedback
June 2017

Source	Patient Answer	Patient Comment	Practice Comment
Offline	Extremely Likely	Danielle on reception was very helpful, very polite and knew her job well.	Thank you for the lovely comments that will be forwarded on to Danielle.
Offline	Extremely Likely	Everyone is so helpful and have time for you	Great feedback which will be shared to the practice team
Offline	Extremely Likely	Excellent Service	Thank you for comments
Offline	Extremely Likely	Always seen promptly and have received good service	Thank You for your positive comments
Offline	Extremely Likely	Many years of satisfactory treatment and service	Thank you for such good feedback which will be shared
Offline	Extremely Likely	Friendly GP Practice always get an appointment on the day if needed	Thank you for your feedback
Offline	Extremely Likely	I have a nice experience with Julia and Dr Umer both have been excellent in the past and hopefully in the future.	Your comments are really appreciated.
Offline	Likely	No comments	
Offline	Extremely Likely	Because everyone is really nice	Thank you
Offline	Extremely Likely	Rang this morning and get an appointment for my daughter straight away.	Thank you, nice to know that you had no problem getting an appointment
Offline	Extremely Likely	Very friendly, helpful staff. Nice to be greeted with a smile.	Thanks nice to know
Offline	Extremely Likely	All staff very helpful and go the extra mile. Brilliant surgery.	Great comments
Offline	Extremely Likely	Friendly, helpful whilst remaining professional at all times. Fabulous service and credit/asset to the NHS	Thank you so much for the great feedback.

12 Extremely Likely
1 Likely