

**Friends and Family Feedback**  
**November 2017**

Source	Patient Answer	Patient Comment	Practice Comment
Offline	Extremely Likely	Always very helpful.	Thank you for the positive feedback.
Offline	Extremely Likely	No Comment	Thank you
Offline	Extremely Likely	Answered my questions and put my mind at rest	Thank you for kind comments which will be passed on
Offline	Extremely Likely	The practice has become very efficient and patient friendly. The online “ patient access” is most helpful and time saving.	Thank You for your feedback we always try to do our best
Offline	Extremely Likely	The professionalism and care is excellent	Thank you – for the great comments
Offline	Extremely Likely	Because I am happy with the service	Thank you for your feedback
Offline	Extremely Likely	Very helpful staff	Thank You
Offline	Extremely Likely	I think that the practice has good doctors and nurses. Receptions are good and listen. Always seem to prioritise	Thank you we try our best and are so grateful for these amazing comments
Offline	Extremely Likely	Receptionist very polite and efficient	Your comments will be shared with the practice team
Offline	Extremely Likely	The services here are fast, efficient and friendly. We are now new to the practice and it compares very favourably with our last GP	Thank you for the kind feedback
Offline	Extremely Likely	I actually did recommend the practice for my wife and son. I have always had excellent care and service.	Thank you for the positive feedback
Offline	Extremely Likely	I have been under the care of Nurse Practitioner Julia Mullaney and she has given me fantastic care and advice. Also her knowledge and understanding of my condition has enabled me to gain control of my symptoms without having to have an operation. Please pass on my comments to her	Your feedback will be forwarded to Julia and the rest of the team and I am sure Julia will use it for her appraisal.

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Offline	Extremely Likely	We see Dr Hussain and he is always friendly, happy and will always put you at ease. He is an amazing doctor!	Your comments will be passed to Dr Hussain and can be used for his own appraisal
Offline	Extremely Likely	Service very friendly and helpful	Thank you for the great feedback
Offline	Likely	No Comments	Thank you
Offline	Extremely Likely	Yes everyone is so helpful	Thank you for the positive comments

16 Comments Received  
15 Extremely Likely  
1 Likely