

Friends and Family Feedback
February 2018

Source	Patient Answer	Patient Comment	Practice Comment
Offline	Extremely Likely	Thorough consultations with Dr Dalton, made me feel at ease and let me speak and express my concerns – very professional and answered all my questions.	Thank you for the positive feedback which will be forwarded to Dr Dalton.
Offline	Extremely Likely	The staff are always very helpful and happy.	Thank you for the feedback which will be shown to the practice team
Offline	Extremely Likely	Brilliant services from the receptionist, so helpful towards me and everything I needed to.	Thank you for your feedback which will be shown to the receptionist team who do a brilliant job.
Offline	Extremely Likely	There was a need for a repeat prescription for my eye. The matter was resolved quickly, efficiently and a most friendly manner – as always been the case.	Thank You – we do try our best to ensure that prescriptions are issues as promptly as possible.
Offline	Extremely Likely	ANP Julia was very professional, sorted my problem and gave me really good advice	Thank you – for the great comments which can be used in Julia’s appraisal.
Offline	Extremely Likely	Quick response to my query as usual	Thank you for your feedback
Offline	Extremely Likely	Recently moved to the area and found this practice to be exceptionally friendly, welcoming and very professional.	Thank You so much for the positive feedback and glad that you found us so welcoming.
Offline	Extremely Likely	Can always get in quickly for an appointment	Thank you – we do assess our capacity on a regular basis and amend as needed to meet patient need.
Offline	Extremely Likely	This practice always goes above and beyond, has a very focussed practice manager and is always seen around, smiles at patients and even had a chat with me in the waiting room. Seems to really know what’s going on in the practice.	Thank you for such great feedback. I do try to keep my finger on pulse to ensure that patients are happy and looked after.
Offline	Extremely Likely	The best practice in the North West.	Wow what can we say but thank you so much.

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Offline	Extremely Likely	No Comments	Thank You
Offline	Extremely Likely	Unbeatable service to patients	Thank you for the positive feedback which will be shared with the practice team.
Offline	Extremely Likely	My GP Dr Morris always makes me smile no matter how bad I feel, thank you	Your feedback will be forwarded to Dr Morris whom I am sure will be really pleased.
Offline	Extremely Likely	Good Service, easy appointment making and friendly staff	Thank you as above we do try to keep assessing the amount of appointments needed to meet patient need.
Offline	Extremely Likely	I like Dr Umer's no nonsense approach, always provides excellent, honest and caring advice, Thank you	Thank you for your comments relating to your experience when seeing Dr Umer- this will be shared with Dr Umer and can be used for his annual appraisal.
Offline	Likely	No Comments	Thanks you

16 Forms completed

15 Extremely Likely

1 Likely