

Friends and Family Feedback
December 2018

| Source | Patient Answer | Patient Comment | Practice Comment |
|---------|------------------|---|--|
| Offline | Likely | Fantastic immediate service, brilliant personal and a very happy experience with the nurses, thank you girls | Thank you for the feedback which will be shared at the nursing team meeting. |
| Offline | Extremely Likely | Local, available and good to deal with | Thank you for the feedback which will be shown to the practice team |
| Offline | Extremely Likely | Easy online booking and helpful visit with the doctor | Thank you for the lovely feedback which has been shared with the team |
| Offline | Extremely Likely | GP and Nurse Apt for chest infection and saw the nurse for asthma – Nurse Debbie great | Thank you for your positive feedback which will be shared with Debbie |
| Offline | Extremely Likely | Flu jab – quick and painless | Thank you for the kind words |
| Offline | Extremely Likely | Smear apt I was dreading not had for 7 years. Jenny was so kind and made me feel so comfortable | Thank you for the wonderful feedback which will be shared with Jenny |
| Offline | Extremely Likely | Polite and always helpful and service with a kind smile | Thank you for your comments |
| Offline | Extremely Likely | Lots of information on display in the waiting room | We try to display important information |
| Offline | Extremely Likely | Dr Naseen was very helpful and made me feel at ease and I could ask anything and did feel stupid | Thank you for the great feedback. We try our best. |
| Offline | Extremely Likely | Arrived at the practice in a panic it was New Years Eve going away on holiday and hadn't ordered my prescription. I was asked to take a seat for two minutes and the receptionist returned with a prescription and a smile. | Thank you so much |
| Offline | Extremely Likely | Great xmas atmosphere in the practice- very smiley faces | Your feedback will be shared with the whole team |

11 Extremely Likely