

Friends and Family Feedback
November 2018

Source	Patient Answer	Patient Comment	Practice Comment
Offline	Likely	Reluctant to provide antibiotics. Major concern- turning people away untreated.	Thank you for the feedback the practice has recently developed a leaflet raising the awareness of antibiotic prescribing
Offline	Extremely Likely	Helpful and friendly	Thank you for the feedback which will be shown to the practice team
Offline	Extremely Likely	Everything was sorted by Keri who even gave me a call back to check all was okay	Thank you for the lovely feedback which has been shared with Keri
Offline	Extremely Likely	Keri has been the most helpful and courteous receptionist. Nothing is too much trouble,	Thank you for your positive feedback
Offline	Extremely Likely	Staff, Doctors and Nurses are very friendly	Thank you for the kind words
Offline	Extremely Likely	Always helped me. Smiley, Really positive people. And deserve more funding !! 100% rated	Thank you for the wonderful feedback
Offline	Extremely Likely	Very professional	Thank you for your comments
Offline	Extremely Likely	Very helpful, pleasant and wonderful people	Thank you for such positive comments
Offline	Extremely Likely	I am really impressed with the service at Darwen Healthcare. I can always get an appointment when needed. A brilliant Practice.	Thank you for the great feedback. We try our best.
Offline	Extremely Likely	Extremely attentive	Thank you so much
Offline	Extremely Likely	This practice is managed very professionally, hence the awards.	Your feedback will be shared with the whole team
Offline	Extremely Likely	I have always had the best of care from everyone from reception to the doctors. Nothing appears too much trouble.	Great comments
Offline	Extremely Likely	Kind and considerate	Thank your feedback

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Offline	Extremely Likely	Very knowledgeable nurses and yet a very young team.	Yes our nurses are quite a young team but despite this they receive intensive training both within the practice and externally
Offline	Extremely Likely	Seen by the practice pharmacist Zee who explained all about my contraceptive review- excellent service	Thank you for your feedback which will be shared with Zee and the team.

13 Extremely Likely
13 Comments in total