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| **Friends and Family Test Results** |
| **Date** | **Extremely Likely** | **Likely** | **Neither likely nor unlikely** | **Unlikely** | **Extremely unlikely** | **Don't Know** | **Patient Comments** |
| Jan-15 | 100% |   |   |   |   |   | Friendly and helpful I was listened to and dealt with in a sympathetic manner It has taken 15 minutes since arrival to clean and steristrip a leg injury. I rang and was asked to come down straight away - No 4 hour wait! Thank you Listened to and very happy with treatment prescribed. Thank you Always treated very well |
| Feb-15 | 100% |   |   |   |   |   | As I have been treated for the last ten years - with total help and consideration. Thank you. |
| Mar-15 | 100% |   |   |   |   |   | Always seen very quickly |
| Apr-15 | 67% |   | 33% |   |   |   | Consistently excellent courteous caring service All the staff very kind and courteous on the telephone and at the reception desk - 3 stars \*\*\* |
| May-15 | 100% |   |   |   |   |   | Extremely kindly & considerately by the nurse. I went straight to the practice after having a fall and was relieved to have been seen without too long a wait by a doctor who gave me a very thorough examination and then by a nurse who cleaned by head wound. Thank you. |
| **Friends and Family Test Results** |
| **Date** | **Extremely Likely** | **Likely** | **Neither likely nor unlikely** | **Unlikely** | **Extremely unlikely** | **Don't Know** | **Patient Comments** |
| Jun-15 | 100% |   |   |   |   |   | Dr Parker - very good indeed Always friendly staff + very helpful. Excellent at getting the children in for an appointment at short notice. Excellent!! |
| Jul-15 | 100% |   |   |   |   |   | I received superb treatment obtaining an appointment almost within an hour. It was on time and I had a sensitive, efficient consultation. 10/10 |
| Aug-15 | 50% | 25% |   | 25% |   |   | Very impressed As always excellent service and treatment Dr Chamberlain lovely, very good with my son who, at 6, expressed how nice she was, also thorough Waited more than half an hour after appointment time  |
| Sep-15 |   |   |   |   |   |   | No Responses |
| Oct -15 | 100% |  |  |  |  |  | ExcellentThoroughly positive – from Receptionist to Doctor |
| Nov-15 | 100% |  |  |  |  |  | 1. Excellent attention and advice from Nurse regards ear problems, professional and friendly installs confidence. 2. Pleased with annual follow up with nurse always friendly, efficient and professional. 3. Very well. |
| Dec-15 |  |  |  |  |  |  |  |