

# Family and Friend Test Monthly Result

In May 2023, 25 of our patients participated in the friends and family test. The results are below:

**1. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

	Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know
	17	3	2	1	2	

**2. Thinking about your response to this question, what is the main reason why you feel this way?**

Friendly and efficient reception staff, easy and efficient appointment telephone booking service, easy and efficient online repeat prescription service, clean premises, great service from GP really takes time to listen and advise

I felt like the doctor understood my needs And also gave me great advice moving forward.

I love my practice I have been with them for a very long time now. And they always book me in when needed I couldn't fault the highfield surgery in anyway they have been amazing to me and my child. I couldn't thank them enough thank you so much you all amazing!!

Polite and understanding staff. Thank you.

From my experience its very good treatment.

I was seen by a doctor, he referred me to the hospital for further investigation.

Results were related to me accurately, and advice given in conjunction with them.

My doctor helped me whenever I needed help.

They gave us Good medicine.

Great service.

**Highfield Surgery, 25 Severn Street, Leicester, LE2 0NN**

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It was quick and easy.

Because all staff are very nice and friendly.

Reception staff are very friendly, and my GP is very supportive, and she listens well.

Was seen as soon after I arrived. Was treated with respect and patience.

Very quick appointment with your choice of GP. My GP is very understanding & very good knowledge of most of my problems.

It was okay.

The doctors are amazing and very caring, and the staff are always helpful and have a smiling face ready to offer help.

It would help if the receptionist had more manners doctors very good though shame about front staff should put their wages up might make them a little happier

Waited an hour to be seen by the midwife. Receptionist was very distracted when names needed to be called out. The staff behind the reception were joking around and just sipping tea.

It's very hard to find appointments.