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| **In October 2023, 26 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** | **6** | **1** | **2** |  |  |
| **Thinking about your response to this question, what is the main reason why you feel this way?**  Helpful  Friendly and professional staff. No waiting time. On the whole very good service  Very prompt service without any delay despite a busy clinic. Cleanliness of the environment was very impressive.  Listened too and treated accordingly  Doctor xxx was very professional and friendly. In my opinion she is a star. Very happy with her professional advice.  Surgery all Doctors, Nurses and all staff are helpful and friendly. Thank you all for looking after me and all parties. God bless you all and NHS.  Very good advice and reassurance  Friendly professional and patient with care and understanding.  Dr xx looking after me very well. excellent service receptionist was very helpful and friendly. overall very good service.  Because they're helpful  It was on time. People working in the reception were polite & the nurse had time to explain things.  The doctor always says it's nothing or just use oil  Because Dr xx is an excellent doctor who has lots of time to speak to her patients. Also the receptionist are all very good especially xx  The GP, Dr xx did not want to listen to issues at hand and was quick to assume what the issue was. Poor communication and listening skills. Lack of empathy and compassion. Most people do not attend the surgery unless it is necessary or if a problem has been going on a long time, we do not expect to leave the surgery feeling like we have wasted someone’s time.  Best service I been with Highfields surgery for 33 years. Thanks to xxx. Good work. Thank your very much!  The receptionist is not friendly  They treated me well  Efficient and helpful, accommodated my request rather promptly. | | | | | | |