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| **In Nov 2023, 13 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** |
|  | **9** | **3** |  |  | **1** |  |
| **Thinking about your response to this question, what is the main reason why you feel this way?**  They treated me well  I attended the surgery for my blood test and nurse was very helpful and friendly.  Good service, friendly staff and atmosphere.  Dr was very good and listen to my health problem an d gave medicine accordingly  Good doctor xxxx  Person who took my bloods can not complain about him very professional and polite.  Reception staff need urgent training in how to engage with the public in a polite and friendly manner. Was left out side in the cold for 10 minutes until the lady would open the door. When I did get inside was standing at the counter for a least 5 minutes with know recognition from the gentlemen, if he's waiting for the system to load up its common courtesy to explain that to the person waiting. Highfields surgery has been my surgery for 51 years and I have never experienced any thing like I have today.l look forward to hearing from you so we can more forward in a positive way. Yours sincerely xxx  Good treatment  Very friendly staff. Doctor and other practicing students are also good and I am happy with their service.I requested them to get an early date for blood testing. And they give a time slot before my appoinment. They called me and inform there is a slot availability. | | | | | | |