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| **In August 2024, 20 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** |
|  | **11** | **6** | **1** | **1** | **1** |  |
| **Thinking about your response to this question, what is the main reason why you feel this way?**  Staff members and nurse good  Went thru the details  Because everything went very well and staff are very friendly and helpful. So I said I am very happy with the services they provided to me compared to past!  Seen by doctor ?given prescription for various problems  The consultation with the GP was very good until it came to her sending a prescription electronically to my usual pharmacy. About 3 hours after the consultation I want to the pharmacy to collect the medication but the prescription had not arrived. At the pharmacist's suggestion I rang the surgery. I was told the prescription had not been signed but that would now be arranged and should arrive "in about 5 minutes". After 20 minutes it had not arrived; it was now about 4pm so I went home so as not to waste more time. The next morning I rang the pharmacy and was told the prescription had arrived.  Need more attention while came for visit. Need to ask if any other problems we are facing while check up.  Focusing on single problem and just suggesting medicine.  Reception and staff are always helpful and deal with any of my queries very fast. Doctors are excellent and truly helpful as they listen and give the best advice or treatment. I’m very pleased to be registered to Highfield Surgery.  The nurse saw for my smear was so caring, kind and gentle. I had a really bad experience the last time, but this was a totally different experience. Thank you so much for persevering with me and being so patient.  It was ok, the phlebotomist needs a chair with an arm rest so that patients can rest their arms whilst the phlebotomist is taking blood  There is a new system where hospital can directly request bloods system to system without needing blood forms. The staff were unaware of this update and required some explanation. It always help if staff are updated as it makes the appointment easier for everyone without lot of back and forth. Everything was good, thanks  Fantastic care ,like always  Professional support and very friendly  Staff and doctor are good  Staff members and nurse good   |  |  | | --- | --- | |  |  | | | | | | | |