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| **In October 2024, 18 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** | **7** |  |  | **1** | **1** |
| **Thinking about your response to this question, what is the main reason why you feel this way?**  Good  To get a booking with the surgery is a nightmare. I called a couple of times and the queue times are ridiculous to even speak to someone  Nurse help very well. Explain and given two injections so we do not need to go back again. That was good thought. Thanks  The women took my blood was quick and never made me jump to much. I ain’t keen on needles.  Got an appointment the same day. receptionist very good also the dr xxx very helpful and explained everything very well  It was good made understand and check properly  Explained me well about my disease and gave me time  The nurse was pleasant and professional  The nurse who did my blood test was excellent, calm and reassuring and really really lovely!  Receptionist wS good and nurse was how a nurse should be  The nurse was friendly, I was seen earlier then my appointment time and the nurse answered all of my queries.    The nurse was welcoming and respectful. We had a lovely conversation whilst having some tests done.  I wast satisfied about reception. Very rude people working at the reception. However the doctor was super nice, 10 out of 10 for ger positive energy knowing how busy she is during the day with different people.  Efficient and clear communication on why the blood test was needed. | | | | | | |