|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **In March 2025, 15 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** |
|  | **14** | **1** |  |  |  |  |
| **Thinking about your response to this question, what is the main reason why you feel this way?**  Staff is very friendly.  Dr xxxx was very caring and understanding. He listened to my mum’s concerns  Good  I got the best service  Overall good. All sorted. Good Reception staff.  Dr xxxx as always a breath of fresh air, very approachable, professional, amazing listening skills, empathy and very thorough in knowledge and care plan. Reception staff, xxx and the lovely lady who wears a headscarf (sorry don't know her name) remembered I need only downstairs appointment due to mobility and whilst my future appointment was getting booked, another lady booked it upstairs and they quickly intervened to correct the appointment for downstairs. Truly appreciate their effort and their care towards the patients. Thank you  ‘The receptionist was very friendly. I had some overall query about my long time health issues which she addressed very patiently. The GP, Dr was very skilled and professional. He always heard my issues with full concentration and guided me my treatment and next steps properly.. Thank you very much.  The new receptionist (xxxx) are absolutely amazing - very helpful polite. Definitely have seen a change in the GP surgery  My GP consistently demonstrates empathy and understanding, making me feel comfortable and supported during my visits.. The Doctor was very pleasant over the phone and professional. The staff are always very efficient please keep it up.  Very helpful as usual ?good staff and willing to explss explain any problems thank you  I have experienced very good service and good medication  Very professional and friendly  Staff are very friendly and helpful.  Excellent | | | | | | |