

Reponses August 2016 - Friends & Family Test

Responses – To the question “How likely are you to recommend our GP practice to friends & family if they needed a similar care or treatment?”

11 replied that they are extremely likely to recommend.

Comments:

Was looked after very well by Nurse Sal and the Practice Manager, Collette – thank you so much.

Thanks to Sheree. Dr understanding, kindness keeping calm on a telephone call – will bring in box of chocolates – so kind at Orchard Street.

I am yet to be seen for my appointment, but that is because I’m early. A week early to be exact. An error made when booking the appointment left me arriving too early but the lovely polite and competent receptionist was able to deal with this and book me an appointment for today – thank you.

Thank you for taking the trouble to deal with a TR-and to register her when refused elsewhere & her grumpy daughter. Doctor took trouble to contact us a couple of times. Reception staff- persistently polite & helpful – even when I was getting stressed.

Can’t thank the reception staff enough been so kind. New patient to the surgery & overcome with kindness.