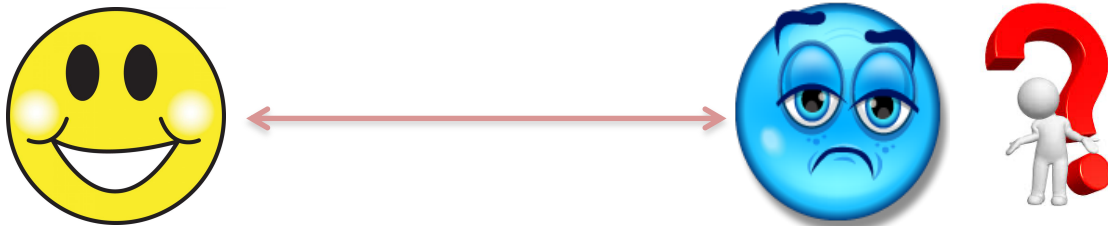


NHS FRIENDS & FAMILY TEST

"HOW LIKELY ARE YOU TO RECOMMEND OUR SERVICE TO FRIENDS AND FAMILY IF THEY NEEDED SIMILAR CARE OR TREATMENT?"

February 2024 RESULTS



Very Good	Good	Neither Good/ nor Poor	Poor	Very Poor	Don't Know
74	13	2	0	4	4

Comments Received from Patients included:

- 'Excellent service and very understanding of your illness, highly recommended'
- 'Fast response, perfect result to my call'
- 'Receptionist polite, quick face to face appointment, open & polite'
- 'Everything was amazing, Thank you'
- 'Does not matter what I phone about the girls on reception are always helpful and do their best to sort whatever the problem is. Overall fantastic doctors & receptionist'
- 'Everything went to plan 10/10'
- 'Excellent service'
- 'Good compassionate service provided'
- 'Always excellent service and very efficient, friendly staff – a pleasure to go to'
- 'I'm getting the help that I need; I feel comfortable talking to the nurses & doctors'
- 'Ease of booking appointment and attention to my requirements and needs'
- 'Always treated with respect & kindness, excellent treatment'
- 'Much improved on previous experiences. Massive improvement all round'
- 'Very professional and excellent treatment'
- 'The nurse I saw was very pleasant and so was the receptionist'
- 'Very friendly and great service'
- 'No wait time, sorted my problems out, friendly & understanding'
- 'Excellent consultation and lovely staff'

**HAVE YOUR SAY TODAY...
COMPLETE A FRIENDS & FAMILY
QUESTIONNAIRE**