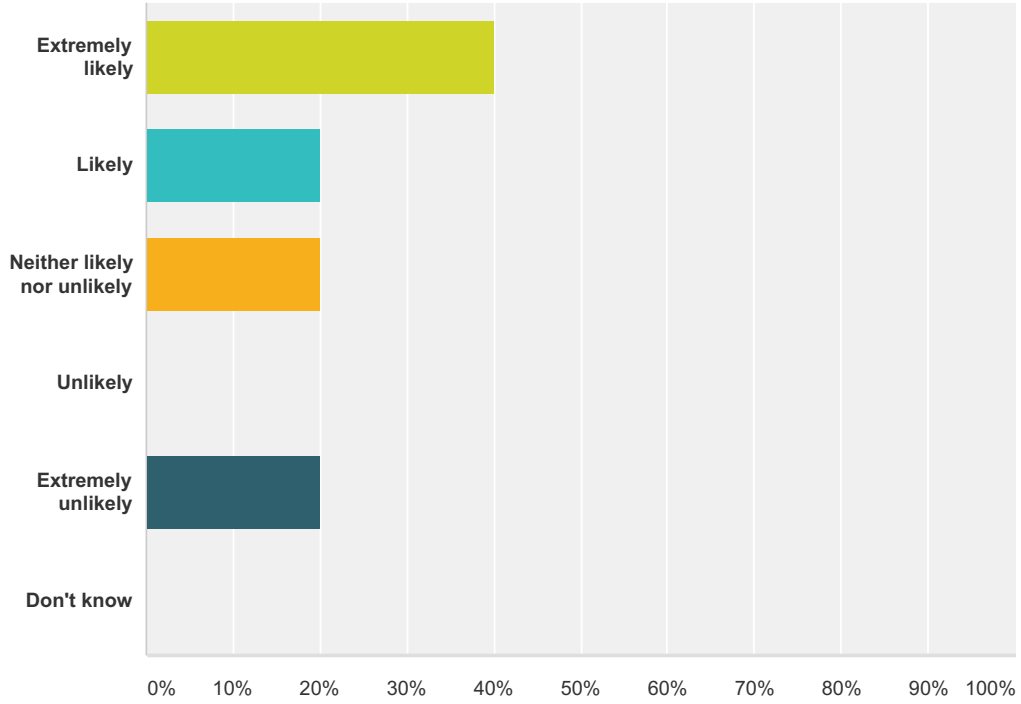


# Friends and Family Survey

## Q1 How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Answered: 5 Skipped: 0



Answer Choices	Responses	Count
Extremely likely	40.00%	2
Likely	20.00%	1
Neither likely nor unlikely	20.00%	1
Unlikely	0.00%	0
Extremely unlikely	20.00%	1
Don't know	0.00%	0
<b>Total</b>		<b>5</b>

**Q2 Please tell us why you answered as you did in question 1**

Answered: 5 Skipped: 0

Comments left by patients

Quick; efficient, friendly and caring service.

I telephoned on Monday am exactly at 8:45am this had to be the first call of the day and after the voice messages I was cut off. I immediately rang again the phone was engaged for the next 6 minutes, when I did get through I was told all the appointments had gone, I needed an emergency appointment as advised by the Doctor at NTG the previous day. The receptionist was abrupt not understanding and quite rude she certainly had NO customer service skills. I am generally a fit & well person and do not often use my GP. A reception like this could have a huge impact on someone who is not in such good health as is more vulnerable than myself. NOT A GOOD SERVICE!

Treat elderly people with no respect. Out of date reception area. Board in reception 'out of date'. Nurses don't turn up when they say they will. Waiting time today to see a doctor one hour late. Reception staff tells you one thing and it then doesn't happen?

Always good service very helpful. Lots of appts needed at Docs with my husband. Very reliable & helpful at all times

Since my condition has got worse the Reception staff are very helpful and doctors have improved by treating you respectfully

## Friends and Family Survey

### Q3 Please select this box if you DO NOT wish your comments to be made public

Answered: 0 Skipped: 5

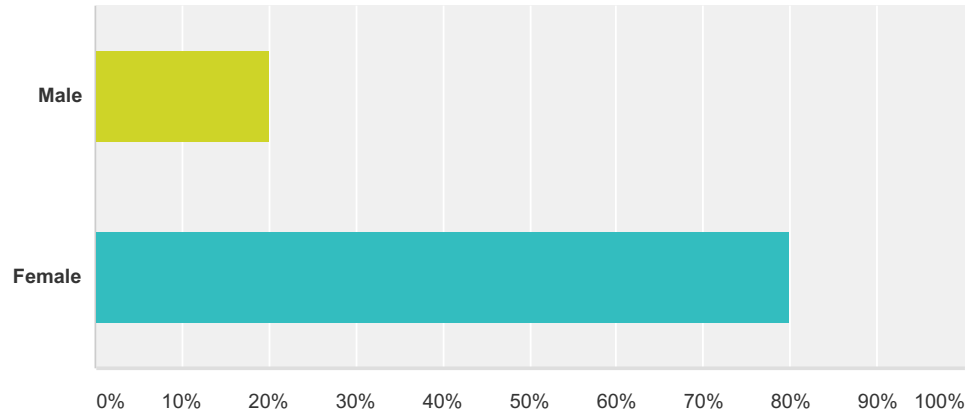
! No matching responses.

Answer Choices	Responses	
Please tick if you DO NOT wish your comments to be made public	0.00%	0
<b>Total</b>		<b>0</b>

# Friends and Family Survey

## Q4 Are you male or female?

Answered: 5 Skipped: 0

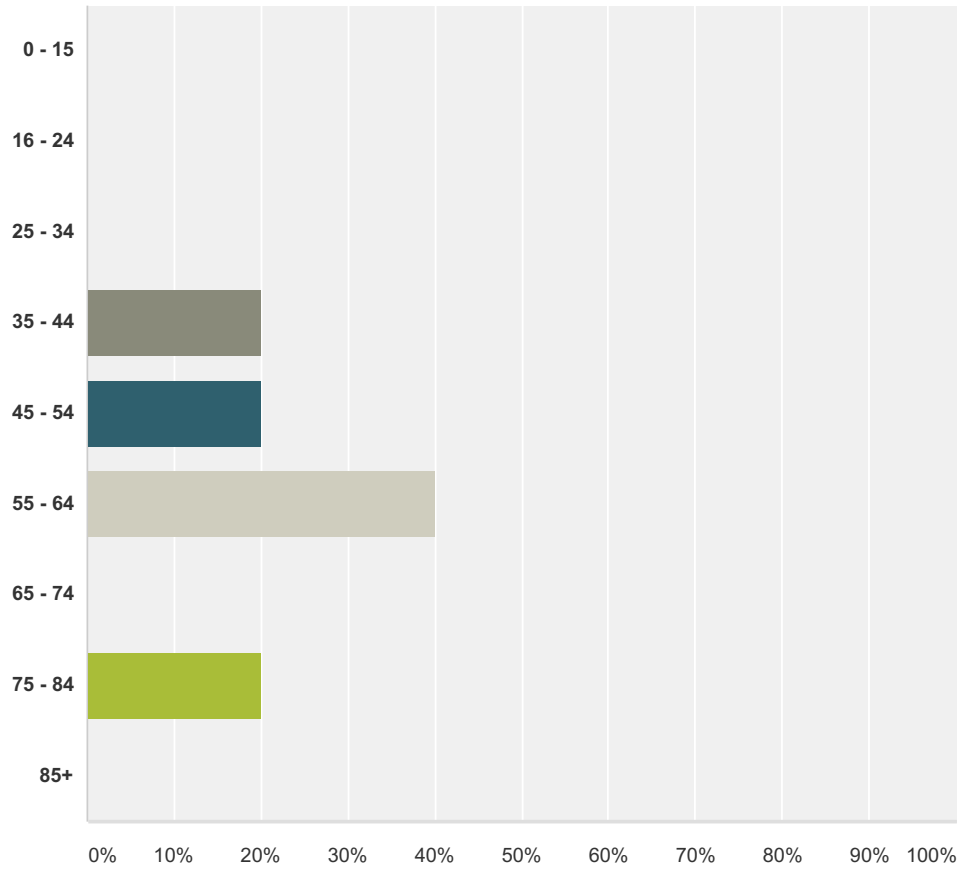


Answer Choices	Responses
Male	20.00% 1
Female	80.00% 4
<b>Total</b>	<b>5</b>

# Friends and Family Survey

## Q5 What age are you?

Answered: 5 Skipped: 0

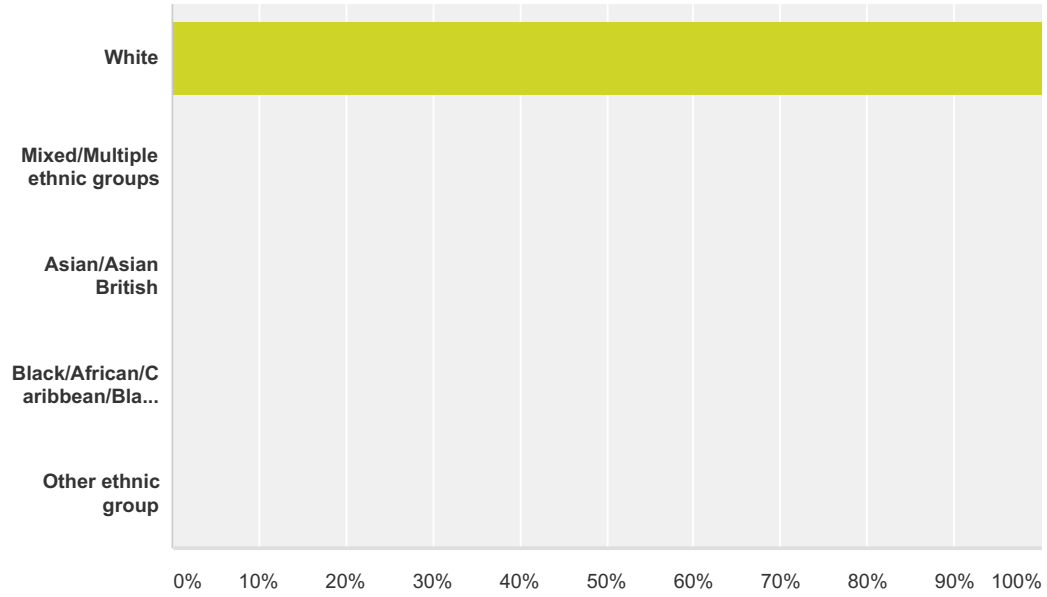


Answer Choices	Responses
0 - 15	0.00% 0
16 - 24	0.00% 0
25 - 34	0.00% 0
35 - 44	20.00% 1
45 - 54	20.00% 1
55 - 64	40.00% 2
65 - 74	0.00% 0
75 - 84	20.00% 1
85+	0.00% 0
<b>Total</b>	<b>5</b>

# Friends and Family Survey

## Q6 What is your ethnicity? (Please select all that apply.)

Answered: 5 Skipped: 0

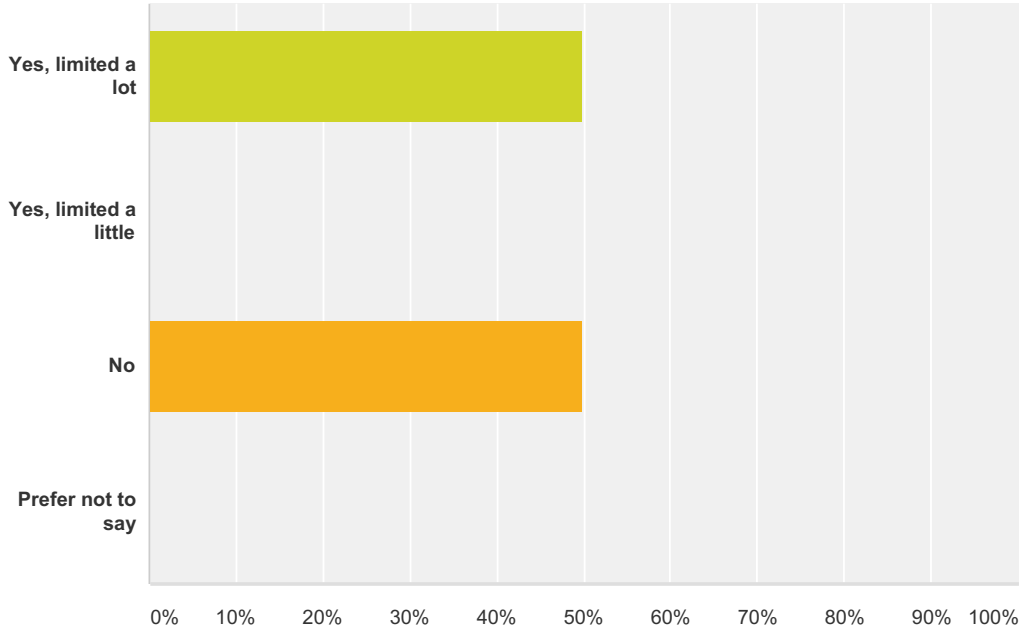


Answer Choices	Responses	Count
White	100.00%	5
Mixed/Multiple ethnic groups	0.00%	0
Asian/Asian British	0.00%	0
Black/African/Caribbean/Black British	0.00%	0
Other ethnic group	0.00%	0
<b>Total</b>		<b>5</b>

Friends and Family Survey

**Q7 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (include any issues/problems related to old age**

Answered: 2 Skipped: 3

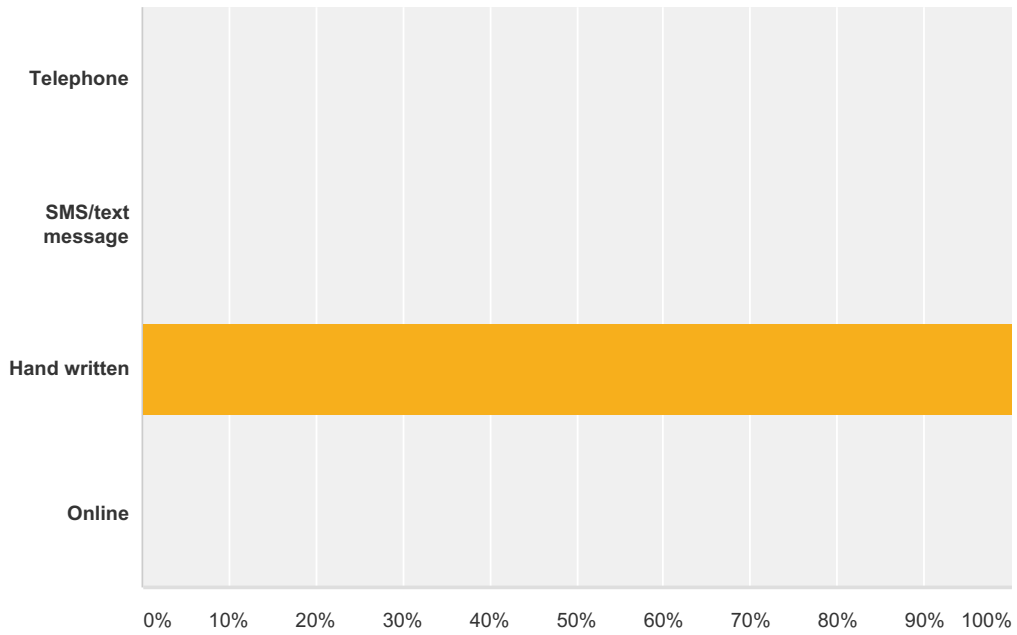


Answer Choices	Responses	
Yes, limited a lot	50.00%	1
Yes, limited a little	0.00%	0
No	50.00%	1
Prefer not to say	0.00%	0
<b>Total</b>		<b>2</b>

# Friends and Family Survey

## Q8 Please let us know your method of completing this survey

Answered: 5 Skipped: 0



Answer Choices	Responses
Telephone	0.00% 0
SMS/text message	0.00% 0
Hand written	100.00% 5
Online	0.00% 0
<b>Total</b>	<b>5</b>