

## October - December 2016

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

Extremely likely	42
Likely	15
Neither likely nor unlikely	2
Unlikely	0
Extremely unlikely	0
Don't know	0
Total	59

"A friendly practice where I feel comfortable and confident about treatment".

"I have regular visits for review of medication and am always being looked after by the doctors and the staff".

"Very pleasant staff, quick efficient service when needed".

"I can always be seen when I need to".

"Been coming here for 40 years and always well looked after".

"Friendly staff, easy to get an appointment with patient access online system. Good doctors".

## July - Sept 2016

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

Extremely likely	19
Likely	2
Neither likely nor unlikely	0
Unlikely	0
Extremely unlikely	1
Don't know	0
Total	22

"Have had a very good experience with this surgery over the last 20 years. There is rarely a long wait and doctors excellent".

“Always friendly, professional and more importantly I can get an appointment when I need it. Online facility is great”.

“I always find the practice very efficient and accommodating”.

“Very good reception staff and doctors”.

“So far I have received all the attention I needed whenever it was necessary”.

“We have been with the practice as a family for approximately 8 years. Princes Road has always been efficient, reliable, professional and genial in all departments”.

### **April - June 2016**

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

Extremely Likely	107
Likely	3
Neither Likely nor Unlikely	0
Unlikely	3
Extremely Unlikely	0
Don't Know	2
Total	115

“Been here many years and am confident in the care I have received through this practice. I was today able to get a same day appointment.”

“Would be good if late appointments were available for mums with young children after our partners have come home from work – so not just for commuters”.

“The appointment system here is excellent. Please don't change!”.

“Brilliant surgery, very nice staff”.

“Fantastic service every time in 18 years have always obtained appointment on the day, when needed, very friendly reception and prescription processing staff and pro-active Doctors. Thank you”.

“I have been a patient of this surgery for many years and have always been able to see a competent and helpful doctor”

### **January - March 2016**

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

Extremely Likely	154
Likely	2
Neither Likely nor Unlikely	0
Unlikely	3
Extremely Unlikely	1
Don't Know	0
Total	160

“Doctors and staff go out of their way to deliver excellent care and treatment. Very well managed and super-efficient staff”.

“Very good appointments system – easy to phone and appointments offered within a day or two”.

“Very friendly and welcoming practice. Good support services”.

“Reception staff are very efficient”.

“Doctors need to give a full explanation of their findings”.

“I have always been very pleased with the service I have received from this surgery”.