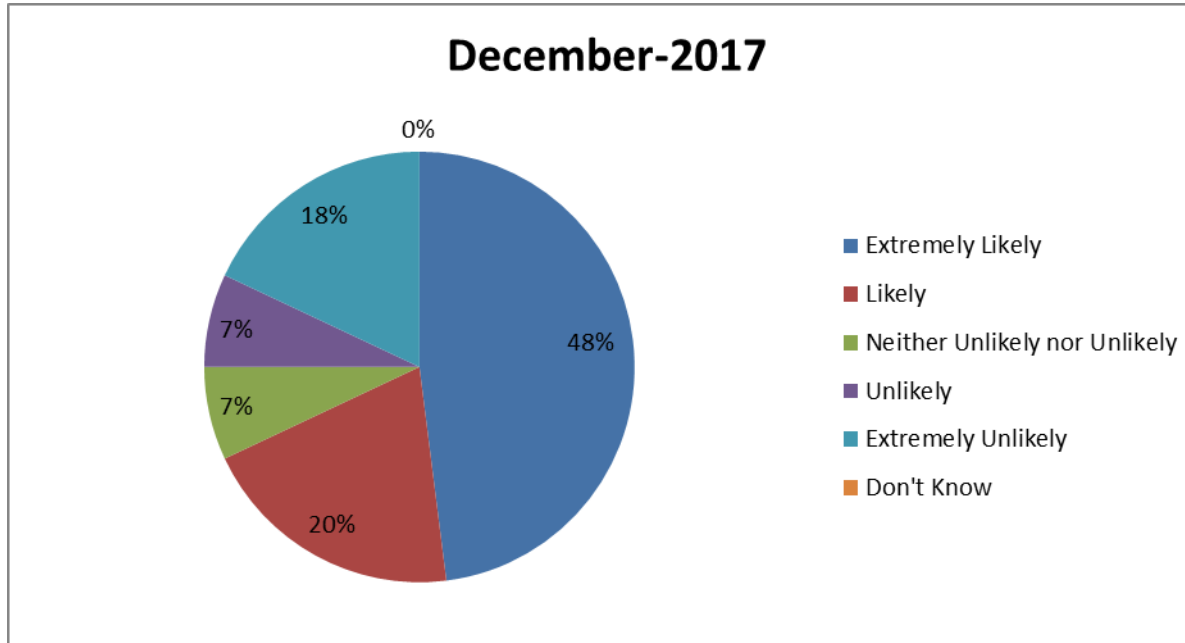


The NHS Friends & Family Test Results & Comments December 2017



A snapshot of comments by our patients are listed below:

- They are friendly. But very busy
- Phone calls are great ! And advice over phone is good getting appointments in person are posing difficult ... but I'm still finding the advice and guidance satisfactory
- The GP practice had always been helpful.
- Great care from GP and nurses
- Reasonably quick appointments. Competent front desk team.
- Good self check in. Dr. Sadra, gives me adequate time.
- I had to wait 15 minutes for my appointment and had to approach receptionist myself why there was a delay
- Getting appointment is very difficult and last week I rang five time to get appointment
- Cleanness off waiting area was very poor