

## FEEDBACK FROM THE FRIENDS AND FAMILY TEST SURVEY

### RESULTS SO FAR

EXTREMELY LIKELY	LIKELY	NEITHER LIKELY OR UNLIKELY	UNLIKELY	EXTREMELY UNLIKELY	DON'T KNOW
<b>720</b>	<b>162</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>4</b>

### COMMENTS FROM PATIENTS IN AUGUST 2017

Excellent service

I am so impressed by my doctor's care and professional manner. Our family have had several illnesses in the course of the last 6 months. I really appreciate this doctor's care and upbeat approach. Thank you

Excellent service always – good luck to you all

The doctor was incredibly helpful, fantastic and caring

The doctor and staff at this practice could not have been more efficient, professional or kinder. Many thanks for seeing me when I had a problem on holiday

Superb service – the nurse was totally professional and I felt confident with the treatment of my skin flap. She was extremely kind and very efficient and knowledgeable

Very helpful receptionist. Pleasant and helpful doctor. Thank you

Excellent treatment always – keep it up

Visiting Croyde on holiday and needed medical assistance. I received friendly service from all the staff

The doctor was so helpful especially as I am a visitor to the area. The reception staff were also lovely

I spoke to a receptionist this morning who was helpful, cheerful and a great ambassador for your busy and excellent practice

Very helpful pharmacy, receptionist and nurse

Nice, helpful staff

Very efficient service

Brilliant and so helpful – thank you

Very helpful and informative. Your friendly manner made a huge difference to my son who was a little nervous. The nurse took time to explain the procedure. It was nice not to feel rushed – thank you

We were only visiting but required a routine procedure which the practice was more than happy to accommodate

### **COMMENTS FROM THE PRACTICE**

Thank you to all those patients who have taken the time and trouble to complete this survey which the Department of Health requires us to run throughout the year on a continuous basis.

Sue Bennett, Practice Manager

