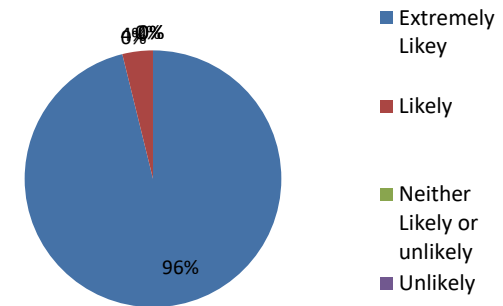


**Period:October 2025**  
**No. of Surveys: 26**

**Friends & Family Survey RESULTS & ACTION Dr KULSHRESTHA's Practice**

|                                   | Extremely<br>Likey | Likely   | Neither<br>Likely<br>or<br>unlikely | Unlikely | Extremely<br>unlikely | Don't<br>Know | Total     |
|-----------------------------------|--------------------|----------|-------------------------------------|----------|-----------------------|---------------|-----------|
| <b>Total</b>                      | <b>25</b>          | <b>1</b> | <b>0</b>                            | <b>0</b> | <b>0</b>              | <b>0</b>      | <b>26</b> |
| <b>Extremely Likey</b>            | <b>25</b>          | <b>0</b> | <b>0</b>                            | <b>0</b> | <b>0</b>              | <b>0</b>      |           |
| <b>Likely</b>                     | <b>0</b>           | <b>1</b> | <b>0</b>                            | <b>0</b> | <b>0</b>              | <b>0</b>      |           |
| <b>Neither Likely or unlikely</b> | <b>0</b>           | <b>0</b> | <b>0</b>                            | <b>0</b> | <b>0</b>              | <b>0</b>      |           |
| <b>Unlikely</b>                   | <b>0</b>           | <b>0</b> | <b>0</b>                            | <b>0</b> | <b>0</b>              | <b>0</b>      |           |
| <b>Extremely unlikely</b>         | <b>0</b>           | <b>0</b> | <b>0</b>                            | <b>0</b> | <b>0</b>              | <b>0</b>      |           |
| <b>Don't Know</b>                 | <b>0</b>           | <b>0</b> | <b>0</b>                            | <b>0</b> | <b>0</b>              | <b>0</b>      |           |



**Comments, Feedback & Actions:**

**\*\*Likely\*\* Always get an appointment on the day I call up, nice and helpful staff..\*\*\*\*Summerfield clinic has ben gives us the best service always. The doctor, nurse, the receptionist everyone here go above & beyond to give the best service & treatment.\*\*Helpful staff. Easy to get an appointment when needed.\*\*All staff is good. HCA is very good with patients, she understand and speak very good.\*\*GP is supportive with us whenever we need appointment they try to book us ASAP. Doctor and staff is nice behaving with us when we visit to the GP. I fully satisfied with my GP.\*\* I HAVE BEEN PATIENT FOR LONG TIME. THE DOCTORS GIVE GOOD TREATMENT AND THE NURSE DOES ALL THE CHECKS AND RECEPTIONIST ARE FRIENDLY AND HELPFUL. ALSO ABLE TO GET APPOINTMENT QUICKLY WITHIN 1 OR 2 DAYS.\*\*The admin staff are outstanding really organised. The GPs are very good. You get appointment very quickly. No waiting around like other GP. Highly recommend.\*\*Easy to get appointments. Feel listened to. Extremely Professional and empathic.\*\*Seen HCA today. She is so kind and doing great job. She explains everything so well.\*\*Seen HCA today she is excellent at her job.\*\*Everyone at this surgery really good. Doctors are amazing, Nurse is good. Hca is really good and polite. All staff is excellent.\*\*This surgery highly recommend to everyone. Doctors, Nurse, HCA, Reception and Manager. They all have a great role and they are best in their role.\*\*Very helpful, always go above and beyond. Caring nature.\*\*The reason is very good service very helpful.\*\*I am very happy with my GP. I don't have any special words or special thank you for doctors and HCA. They have been amazing. They provided best care, best advise.\*\*Doctor Sheena is always available, very passionate about providing the best quality care for her patients and has done a lot for my family. Thank you.\*\*I would highly recommend this GP practice to friends and family as I I have been registered as a patient here for many years and have always had a pleasant experience. I am usually offered an appointment the same day if there is no avaiability I will be seen the following day. The reception staff are friendly, professional and approachable. My GP listens to my concerns and I feel confident in her care.\*\*We really like GP Practice because whenever we call no rush, no irritating. We are really happy with this GP. We really appreciate your team and their work. Thank you we are just like a family members.\*\*Great reception staff, always appointment given when required. My GPs of is gentel. The best I have ever had. In all this practice is the best in area I am lucky to have this.\*\*This have been my surgery for many decades and I have never had a reason to complain. Every time I get through and always get an appointment.. Staff always polite and friendly.\*\*Dr KULSHRESTHA GP very good and respectabl with us and listens with our issues or medical problems.\*\*They are very helpful. Reception staff very good, very friendly doctors, nurse and reception staff quickly give appointment.\*\*Because doctor is very good and all staff are helpful & friendly.\*\* Very polite staff always ready to help. Very prompt service.\*\*I am always pleased with the service.\*\*I am very happy with the care and treatment I receive.\*\*The staff are friendly and professional..**

are satisfied with service & care the surgery provide. Keep it up & do everything much better all the times to deliver high quality of care for patients satisfaction. Treat patients with dignity.Please send timing leaflet to