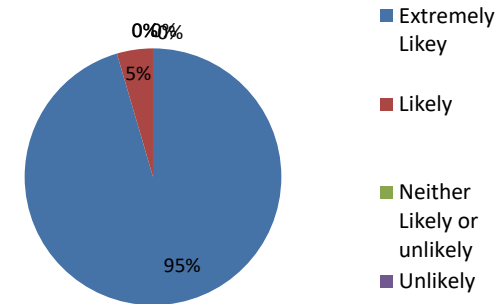


Period: January 2024
No. of Surveys: 22

Friends & Family Survey RESULTS & ACTION

	Extremely Likey	Likely	Neither Likely or unlikely	Unlikely	Extremely unlikely	Don't Know	Total
Total	21	1	0	0	0	0	22
Extremely Likey	21	0	0	0	0	0	
Likely	0	1	0	0	0	0	
Neither Likely or unlikely	0	0	0	0	0	0	
Unlikely	0	0	0	0	0	0	
Extremely unlikely	0	0	0	0	0	0	
Don't Know	0	0	0	0	0	0	



Comments, Feedback & Actions:

****Lilely Comments**** Reception staff accomodate to needs and are very familiar with patients. GP takes time and and addresses all issues in the apt, not as bad to get an appointment. ****Fantastic family practice.** All staff are kind, friendly and caring. mY D suffers from dementia and diabetes so very important that I can obtain an appointment quickly when needed. They also refer to other departments in the NHS if needed.****All staff are professional ans caring.** My family can get an appointment quickly either by telephone or in person. Dr takes time to discuss and explain medical needs and refer to other departments within NHS if needed.****Very happy with GPs and reception.** The GP is very good.****Great doctors, staff polite and always helpful.****Can get appointment and can get help with letters gets lot of help from staff, behaviour of staff is very good, very helpful, as I am partially blind I'am extremely happy. My problems get sorted straight away. I speak Punjabi only.****I have been with this GP practice for a very long time.** The staff is very friendly and the GPs are very caqring. They will listen to you and give you the best medical support needed.****It is there to improve out health and wellbeing if needed.****Doctor Practice service good. Receptionists are very helpful.****Really good service as a practice.****Because I get appointment what time I liked. Staff very friendly.****Accessible, caring, sympathetic, - both the clinical and non-clinical staff alike.****I have always been looked after at this GP never had a problem****Dr KULSHRESTHA GP service is excellent, helpful and recommended.****The receptionists are always welcoming. Doctors always listen and help to the best of their ability, make sure there are things are in place reggrding a illness for example chasing up referral. making sure I am satisfied with appointment.****Always feel atease, the best dotor I ever had.****Get appointment accordingly and treated.****Happy with doctors, reception, nurswes and manager for giving treatment and appoinjment.****Will recommmend the practice to all my amily and Friends for its good service and health care.**** Doctors are really good, give you enough time and never rush.****Best surgery in town. Reception staff always so kind and doctors are amazing.****Because Dr.s are so good and reception staff extremely helpful, whenever I come here. I feel all my problems are srtd out & I feel safe.****

Patients 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.