**FEBRUARY FRIENDS AND FAMILY RESPONSES**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Feb 20 19  9 | EXTREMELY LIKELY | LIKELY | NIETHER LIKELY NOR UNLIKELY | UNLIKELY | EXTREMELY UNLIKELY | DON’T KNOW |
| responses | 67 | 3 | 0 | 2 | 2 | 0 |
| comments | Extremely Likely  Surgery Warm and clean, receptionists friendly and nurse made me feel comfortable  Getting an appointment on the day was efficient and the locum doctor was excellent  Excellent attention at the surgery at all times  Easy to book appointment with the nurse who was very friendly and professional  **Unlikely**  Horrible Staff and no appointments for two weeks. Turnover of GP’s is dizzying | | | | | |

**Brookfield Surgery – Feedback for Patients**

**Many thanks for all your feedback.**

**Excellent reviews this month – thank you to all our patients that have taken the time to leave positive feedback.**

**Our new appointment system has been a success in the first few weeks. We will continue to monitor day by day and ensure we can meet patient demand.**