**FEBRUARY FRIENDS AND FAMILY RESPONSES**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  Feb 20 199 | EXTREMELY LIKELY | LIKELY | NIETHER LIKELY NOR UNLIKELY | UNLIKELY | EXTREMELY UNLIKELY | DON’T KNOW |
|  responses | 67 | 3 | 0 | 2 | 2 | 0 |
|  comments  | Extremely LikelySurgery Warm and clean, receptionists friendly and nurse made me feel comfortableGetting an appointment on the day was efficient and the locum doctor was excellentExcellent attention at the surgery at all timesEasy 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.**