|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Jan 24** | **Extremely Likely** | **Likely** | **Neither likely nor unlikely** | **Unlikely** | **Extremely unlikely** | **Don’t know** |
|  | 8 | 8 | 2 | 0 | o | 0 |
| Responses | Friends and Family Comments  Quick, efficient and helpful  We have always managed to get the treatments we need promptly  Words can’s explain how grateful we are for the lovely GP’s and staff. You have been fantastic when most needed  Very Friendly & helpful  Excellent Treatment from the Doctors and Staff  Often difficult to get through on the phones long wait for appointments  Really hard to contact the surgery at times. | | | | | |
| Brookfield Surgery – Feedback for patients | Many thanks for all your comments  We will discuss all your comments at the next Clinical and Reception meeting.  We are constantly looking at ways we can improve access to the practice and are currently looking at Capacity to improve appointment availability. | | | | | |

**Brookfield Surgery Friends and Family Comments – January 24**