**DECEMBER FRIENDS AND FAMILY RESPONSES**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  DEC 19 199 | EXTREMELY LIKELY | LIKELY | NIETHER LIKELY NOR UNLIKELY | UNLIKELY | EXTREMELY UNLIKELY | DON’T KNOW |
|  responses | 50 | 3 | 1 | 1 | 2 | 0 |
|  comments  | Extremely LikelyThe Doctors & Nurses are always kinds and helpful to help me as I am profoundly deaf – very gratefulExcellent serviceNo problem getting an appt, running almost to time, no waiting on the phone, great experienceVery helpful receptionistsNurse Carol is wonderfulEmma is very helpful with advice and encouragementKnowledgeable staffPrompt service Dr Roberts was very understanding, took time to listen.**Likely**Difficult to get through at 8am |

**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.**

**We are currently looking at our appointment system to ensure we can meet capacity and demand.**