**DECEMBER FRIENDS AND FAMILY RESPONSES**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| DEC 19 19  9 | EXTREMELY LIKELY | LIKELY | NIETHER LIKELY NOR UNLIKELY | UNLIKELY | EXTREMELY UNLIKELY | DON’T KNOW |
| responses | 50 | 3 | 1 | 1 | 2 | 0 |
| comments | Extremely Likely  The Doctors & Nurses are always kinds and helpful to help me as I am profoundly deaf – very grateful  Excellent service  No problem getting an appt, running almost to time, no waiting on the phone, great experience  Very helpful receptionists  Nurse Carol is wonderful  Emma is very helpful with advice and encouragement  Knowledgeable staff  Prompt 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.**