**NOVEMBER FRIENDS AND FAMILY RESPONSES**

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| --- | --- | --- | --- | --- | --- | --- |
|  NOV 19 199 | EXTREMELY LIKELY | LIKELY | NIETHER LIKELY NOR UNLIKELY | UNLIKELY | EXTREMELY UNLIKELY | DON’T KNOW |
|  responses | 79 | 7 | 0 | 1 | 2 | 1 |
|  comments  | Extremely LikelyEfficient and Friendly ServiceFriendly Reception StaffDifficult to get an appointmentPrompt Friendly Care & TreatmentCarole Nurse explained everything before giving the injection, she was patient, easy to talk to and took time to chat.Jane the Nurse was very good with my little girlUrgent appointment system works wellDr Turner was extremely helpful and clear with his explanation. He is always a pleasure to visit as he is very friendly and welcomingDr Finigan just the best Doctor he is extremely professional alwaysEfficient online booking**Likely**Very Good Customer Service**E**xcellent medical service but difficult getting appointment**Extremely Unlikely**Having been diverted to the Annex for an appointment – left waiting despite the GP finishing with the last patient- had to knock on the door. |

**Brookfield Surgery – Feedback for Patients**

**Many thanks for all your feedback.**

**We are always looking at our appointment system but will be discussing how we can improve capacity and demand over the next few months.**

**We are introducing EConsult which will add a further option for patients to contact the surgery.**