**NOVEMBER FRIENDS AND FAMILY RESPONSES**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| NOV 19 19  9 | EXTREMELY LIKELY | LIKELY | NIETHER LIKELY NOR UNLIKELY | UNLIKELY | EXTREMELY UNLIKELY | DON’T KNOW |
| responses | 79 | 7 | 0 | 1 | 2 | 1 |
| comments | Extremely Likely  Efficient and Friendly Service  Friendly Reception Staff  Difficult to get an appointment  Prompt Friendly Care & Treatment  Carole 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 girl  Urgent appointment system works well  Dr Turner was extremely helpful and clear with his explanation. He is always a pleasure to visit as he is very friendly and welcoming  Dr Finigan just the best Doctor he is extremely professional always  Efficient 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.**