**OCTOBER FRIENDS AND FAMILY RESPONSES**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  OCT 19 199 | EXTREMELY LIKELY | LIKELY | NIETHER LIKELY NOR UNLIKELY | UNLIKELY | EXTREMELY UNLIKELY | DON’T KNOW |
|  responses | 74 | 8 | 1 | 1 | 3 | 0 |
|  comments  | Extremely LikelyOn Time and helpful and efficient staffI have always been improved with the surgery. Extremely skilled HCA and Medical Secretary very helpful sorting out a referral. Reception staff always very helpful.Good Appointment availability Staff always helpfulFantastic ServiceDr Allen was very pleasant and listened to what I had to sayVery well dealt with by HCAOn time and helpful and efficient staff**Likely**Very Good Customer Service**Unlikely**Felt rushed during my appointment |

**Brookfield Surgery – Feedback for Patients**

**Many thanks for all your feedback.**

**What fantastic feedback we have had this month. Thank you to all those patients to took the time to reply to our friends and family results. We have a fantastic team at Brookfield Surgery and we will certainly feedback the positive comments made.**