**OCTOBER FRIENDS AND FAMILY RESPONSES**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| OCT 19 19  9 | EXTREMELY LIKELY | LIKELY | NIETHER LIKELY NOR UNLIKELY | UNLIKELY | EXTREMELY UNLIKELY | DON’T KNOW |
| responses | 74 | 8 | 1 | 1 | 3 | 0 |
| comments | Extremely Likely  On Time and helpful and efficient staff  I 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 helpful  Fantastic Service  Dr Allen was very pleasant and listened to what I had to say  Very well dealt with by HCA  On 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.**