**January FRIENDS AND FAMILY RESPONSES**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  JAN 20 199 | EXTREMELY LIKELY | LIKELY | NIETHER LIKELY NOR UNLIKELY | UNLIKELY | EXTREMELY UNLIKELY | DON’T KNOW |
|  responses | 67 | 3 | 0 | 2 | 2 | 0 |
|  comments  | Extremely LikelyDr Turner was excellent and took time to listen to me I have so much confidence in himDr Allen was excellent very personable and extremely helpfulGood ServiceHappy with the treatment from Doctor WhiteEfficient professional and friendly serviceSuch an efficient and friendly practice. Working in NHS for 34 years and I am proud of you. All staff I have encountered during last 2 years of my worst health has been so supportive. How you are progressing and embracing different ways of working. Well done  |

**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 will be implementing a new appointment system on Tuesday 18 February 2020**