

Friends & Family Test April 15 – March 2016

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Extremely Likely	60%	100%	71%	100%	100%	100%	50%	67%	75%	100%	100%	100%
Likely	20%	-	14%	-	-	-	50%	33%	-	-	-	-
Neither Likely or Unlikely	-	-	-	-	-	-	-	-	25%	-	-	-
Unlikely	20%	-	14%	-	-	-	-	-	-	-	-	-
Extremely Unlikely	-	-	-	-	-	-	-	-	-	-	-	-

Comments

Reception staff delightful & very efficient

Nurse very helpful and caring

Good doctors

Good staff

Friendly receptionists

Doctor efficient & pleasant & good outcome

Doctor and receptionist & nurse make you very welcome. Pleasant and make you at ease. Very good

Kindly and efficient welcome at reception. Treatment nurse explained everything and made me feel reassured. Warfarin nurse, as usual was effective and pleasant. All together a rewarding visit. Thank you.

Excellent service – such a good help.

I have had great care since I joined the practice 2 years ago.

Lots of appointments, no waiting. Good service.

Friendly staff, didn't wait too long to see doctor.

Receptionists are polite. Dr attended to your requirement, listens, easy access to parking etc.

Due to the amazing staff, they are kind, caring & understanding which is how all customer/patient contact should be. They have helped me & nothing is too much bother. Thanks to all staff.

Very polite and attentive front desk team.

Extremely good practice, very accommodating friendly and helpful staff and GPs.

We have always found this practice to be very good and caring.

Good Doctors

I have always received very caring service from everyone at Ashburn.

Good Practice. Would recommend

Polite and pleasant staff. Very helpful

Polite, caring attention from everyone.

Listened to us

Very good practice.

Very nice people who take time to look after you. Thank you.

We have always found doctors, nurses and receptionists at Ashburn medical centre always very pleasant and helpful.

All staff excellent and helpful. No complaints at all. Wonderful staff, everyone cheerie.

All staff excellent and helpful, no complaints at all.

Doctors helped my mother without delay. Well done to all your staff.

Excellent.

Very well run surgery.

Impersonal service.

Appointment system – difficult for who works and to treat an immediate problem.