

Ainsdale Village Surgery Friends and Family test

“How likely are you to recommend our GP practice to friends and family if they require similar care or treatment?”

Please circle your answer

- 1 Extremely likely
- 2 Likely
- 3 Neither likely or unlikely
- 4 Unlikely
- 5 Extremely unlikely
- 6 Don't know

January 2020 Results

- 1 = 16 (Extremely Likely)
- 2 = 1 (Likely)
- 3 = 0 (Neither likely or unlikely)
- 4 = 1 (Unlikely)
- 5 = 1 (Extremely Unlikely)
- 6 = 0 (Don't Know)

January 2020 feedback (Snapshot of comments below)

“The Doctor was very thorough”

“The Doctor listened to me and asked further questions to ensure she had the full picture. Offered advice about related issues and gave reassurance”

“Very efficient”

“Always a warm welcome from doctors and reception staff”

“Always happy with the services provided”

“Helpful and pleasant staff”

“It's been quite a while since I've visited the surgery and I felt cared for and looked after when I left the surgery. First class service”

“Efficient response to treatment required and proactive regarding medication.”

“No issues in booking appointments. Very helpful reception staff. Doctors and nurses are always professional”

Thank you for your feedback. This helps us to improve the service we currently offer you.