

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

September 2019 Results

- 1 = 21 (Extremely Likely)
- 2 = 1 (Likely)
- 3 = 0 (Neither likely or unlikely)
- 4 = 0 (Unlikely)
- 5 = 0 (Extremely Unlikely)
- 6 = 1 (Don't Know)

September 2019 feedback (Snapshot of comments below)

‘The service from all the staff is good and, having been with the surgery for 45 years, I hope this continues. Thank you.’

‘I got an appointment quickly and easily for the next day’

‘First class GP's, nurses and clerical staff. Pleasure to attend’

‘All the GPs that I've seen have all been very understanding and supportive’

‘The receptionists are always pleasant & helpful & never had to wait too long for an appointment’

‘Helpful, friendly and caring staff. Nurses excellent’

‘Felt welcome, listened to and nothing too much bother’

‘Professional, helpful staff. Not having to wait long for my appointment and staff made me feel comfortable during my flu vaccination. Another pleasing, comfortable visit to the surgery.’

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

