

## 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

### November 2019 Results

- 1 = 18 (Extremely Likely)
- 2 = 1 (Likely)
- 3 = 0 (Neither likely or unlikely)
- 4 = 0 (Unlikely)
- 5 = 0 (Extremely Unlikely)
- 6 = 0 (Don't Know)

### November 2019 feedback (Snapshot of comments below)

‘Friendly staff and very helpful’

‘The lovely staff’

‘All staff very helpful and appointment was on time’

‘Friendly receptionists and caring, understanding doctors’

‘The practice has been great ever since I moved to Ainsdale and joined. The receptionists are so nice and always happy to help’

‘Very friendly staff and the doctors listen to you’

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