During July 2017, 16 people completed our Friends and Family Test.

The results were as follows:

Q1. How likely are you to recommend our service to friends or family if they needed similar care or treatment?

<table>
<thead>
<tr>
<th>Extremely Likely</th>
<th>Likely</th>
<th>Neither likely nor unlikely</th>
<th>Unlikely</th>
<th>Extremely unlikely</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q2. Please can you tell us the main reason for the answer you have given above

- The nurse was lovely and friendly and very sympathetic. Kindness was much appreciated.
- Reception and Doctors are always helpful and sensitive to my needs. Thank you.
- My wife and I have received extremely good treatment from this medical group, very caring and prompt attention to needs especially by Dr O'Donnell, our doctor. We have no complaints at all.
- All staff helpful, appointment system very efficient.
- All staff including nurses are very thorough and look and treat me as a whole and not just one element of my illness. The surgery is persistent with letters and phone calls to ensure I come for my health check/regular check-ups. I’m never made
to feel I have come for no reason or wasted anybody’s time. Always able to get an appointment when I need one.

- I have been with this practice for 20+ years and I am still alive! They are great.

- Waiting times are very short. Services are very professional.

- Best practice ever! All attentive when visiting. Great team!

- Donna McVey the nurse is fantastic and is very comforting and puts you at ease.

Thank you.