

**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Responses from all 5 of our sites

Extremely likely	Likely	Neither Likely or Unlikely	Unlikely
63.4%	29.2%	4.8%	2.6%

**92.6% positive feedback**

- Very helpful
- Efficient knowledgeable staff
- Friendly and kind
- Professional and polite service
- Great service
- Excellent care
- Seen at short notice - prompt
- Appointment when needed

**7.4% negative feedback**

**We respond to the criticism too...**

- Waiting times for appointments too long
- Waiting time too long to collect medication
- We are working very hard at recruiting new GP's and Nurses to join our team to be able to increase our appointment capacity
- Pharmacy are investing in a Robot to increase workflow to shorten waiting times and a 24/7 collection point
- Long wait times on the telephones
- We are aware that there are currently problems with our new telephone system. We are working hard with the 'phone company to correct these as quickly as possible.