

Claremont Bank Surgery

Friends and Family Questionnaire February 2018

“How likely are you to recommend the surgery to a friend or family member?”

Extremely Likely	94%
Likely	6%
Neither Likely or Unlikely	0%
Unlikely	0%
Extremely Unlikely	0%

Comments:

Extremely Likely	Definitely!
Extremely Likely	I already have recommended to a friend.
Extremely Likely	I have been with the practice my whole life and wouldn't want to change. Very good availability, never a problem getting an appointment. Receptionists are helpful. Doctors are very approachable and professional.
Extremely Likely	Information board has many items of interest. Waiting room is pleasant and clean.
Extremely Likely	Very good service, always so friendly and helpful.
Extremely Likely	Very personal service. Extremely accessible in terms of appointments. Dr Stapleton is a true professional.
Extremely Likely	Excellent appointments systems – also love on line prescription ordering.
Extremely Likely	Cannot fault anything.
Extremely Likely	Many thanks!
Extremely Likely	Always excellent, been with them many, many years.
Extremely Likely	Always very helpful and try to assist with early appointments. Would highly recommend.
Extremely Likely	Always been satisfied from the response from the surgery
Extremely Likely	I've heard terrible stories about other surgeries but I've always found Claremont to be exceptional. Many thanks to all.

Extremely Likely	Sorry to see the underwater films go!
Extremely Likely	There is never a problem getting an appointment – even the same day. We have always had excellent treatment from doctors and nurses.
Extremely Likely	Very impressed with surgery as you have very high standards.
Extremely Likely	Very good all round.
Extremely Likely	Always so friendly and accommodating. Thank you all.
Extremely Likely	Good service. Considerate dealings.
Extremely Likely	Friendly and helpful staff. Thank you.
Extremely Likely	Seen in surgery earlier this morning. Very prompt and in a friendly manner.
Extremely Likely	Very good.
Extremely Likely	I like the surgery but I don't like the drive way here.
Likely	Appointments are reasonably easy to book. Staff are friendly and professional and doctors are approachable.

Total people who completed the questionnaire: 34