

Claremont Bank Surgery

Friends and Family Questionnaire August 2018

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

Extremely Likely	80%
Likely	20%
Neither Likely or Unlikely	0%
Unlikely	0%
Extremely Unlikely	0%
Don't Know	0%

Comments:

Extremely Likely	I have always been able to get an urgent appointment and a non-urgent appointment within a few days. At the moment I was seen straight away for an infected bite on my leg and was seen by the nurse frequently to change the dressing. I received exemplary attention.
Extremely Likely	I have never had a problem with this surgery.
Extremely Likely	A wonderful surgery, all staff are brilliant.
Extremely Likely	I have recommended already and my friend is very pleased.
Extremely Likely	Very happy patient.
Extremely Likely	Always an excellent service by very caring staff. Thank you.
Extremely Likely	Receptionists very helpful. When I ring it doesn't take long to get an appointment. The late night on a Monday is very useful, especially for my son and husband. Doctors and nurses are all very professional.
Extremely Likely	Always great to get an appointment.
Extremely Likely	Always helpful and friendly.
Extremely Likely	Always able to get an appointment when needed.
Extremely Likely	I like the doctors and staff, they are all great but I don't like the car park.
Extremely Likely	The best!

Likely	Sometimes it's hard to get an appointment, I had to wait two weeks.
Likely	Pat the receptionist is very helpful and has a nice phone manner. Overall very good.

Total people who completed the questionnaire: 30