

**MARKET CROSS SURGERY
FRIENDS & FAMILY TEST RESULTS
Month - April 2017**

	Postcard at Surgery	Survey on Website	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know	Comments	Publish Comment
1	√		√						Very good doctors. Friendly and helpful reception staff - generally very good all round.	Yes
2	√		√						Staff are always helpful.	Yes
3	√		√						Excellent care from doctors and other staff.	Yes
4	√			√					Patient did not wish comment to be published.	No
5	√		√						Very friendly and helpful surgery.	Yes
6	√		√						Very satisfied with the treatment and care provided by the practice.	Yes
7	√		√						Extremely clean and friendly.	Yes
8	√		√						Ease of getting an appointment, professional and courteous staff.	Yes
9	√		√						Helpful, understanding, professional.	Yes
10	√			√					Friendly and helpful.	Yes
11	√		√						Personal and friendly staff, good relationship.	Yes
12	√			√					No comments on postcard.	Yes
13	√		√						An all round positive experience.	Yes
14	√		√						Friendly surgery, easy to get appointment, lovely staff.	Yes
15	√			√					I would recommend because of DR BARRATT and the staff.	Yes
16	√		√						Over a number of years I have had excellent treatment (medical, doctors, reception). Excellent.	Yes
17	√		√						Patient did not wish comment to be published.	No
18	√		√						Friendly, efficient.	Yes
19	√		√						Patient did not wish comment to be published.	No
20	√		√						Very good attention and service.	Yes
21	√		√						Very good attention and help.	Yes
22	√		√						Very good service from all staff.	Yes
23	√		√						Good service - prompt appointments. Very efficient.	Yes
24	√		√						Lovely surgery, great doctors and nurses.	Yes
	Postcard at Surgery	Survey on Website	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know		
	24		20	4						

Total Responses: 24