



**THANK YOU ALL THOSE WHO COMPLETED A FRIENDS AND FAMILY TEST QUESTIONNAIRE. THE INFORMATION WE RECEIVE IS VALUABLE TO THE CONTINUING EFFORTS OF THE PRACTICE TO PROVIDE THE BEST CARE POSSIBLE.**

DURING JANUARY 2017 THE FOLLOWING RESULTS ARE:

1. **How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?**

**98%** of Patients are ***“EXTREMELY LIKELY”*** to recommend the practice to their friends and family.

2. **Can you tell us what you like about Norwood Surgery?**

*“My husband and I have been patients at this surgery for over 60 years. The service and attention provided has always been excellent and is better now than ever. The doctors are most considerate, friendly and efficient. This is reflected in the office staff. We cannot praise the practice more highly.”*

*“Dr Goulden was great with my son, really friendly and helpful – She’s a Good One!”*

*“Efficiency of all the staff and their friendliness. Very caring environment and very pleasant surroundings.”*

*“Doctors and staff are so efficient. The practice is the best, it is so caring.”*

*“Very friendly staff. Always very quick to give appointments.”*

*“Appointments available on the day you call. Great doctors.”*

*“Always excellent treatment and staff.”*

**WE WOULD BE VERY GRATEFUL IF YOU COULD COMPLETE A QUESTIONNAIRE!**