



The Friends & Family Test

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 MARCH 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?**

*95% 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?**

“Very professional friendly, helpful receptionists. Prompt appointments. As a Gold Standard patient I have found this to be life saving in difficult circumstances.”

“The doctors are fantastic and very understanding. They are very good at their job and can recognise if some is up straight away.”

“Well trained staff, very helpful. I had breast cancer 5 years ago and the treatment, help and support from Dr Scholtz was outstanding.”

“I have always got an appointment when needed and been treated extremely well.”

“Despite all the problems you hear about in the NHS and GP surgeries in particular, you can always get an appointment and the reception staff are so pleasant and helpful”

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